Lincolnshire
COUNTY COUNCIL

Working for a better future

County Offices
Newland
Lincoln
LN1 1YL

3 December 2018

Public Protection and Communities Scrutiny Committee

A meeting of the Public Protection and Communities Scrutiny Committee will be held on **Tuesday, 11 December 2018 at 10.00 am in Committee Room One, County Offices, Newland, Lincoln LN1 1YL** for the transaction of the business set out on the attached Agenda.

Yours sincerely

Keith Ireland
Chief Executive

Membership of the Public Protection and Communities Scrutiny Committee
(11 Members of the Council)

Councillors   N H Pepper   (Chairman),   A N Stokes   (Vice-Chairman),   W J Aron, C J T H Brewis,   K J Clarke,   Mrs P Cooper,   Mrs C J Lawton,   C R Oxby, M A Whittington, L Wootten and R Wootten

PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE AGENDA
TUESDAY, 11 DECEMBER 2018

Democratic Services Officer Contact Details

Name: **Emily Wilcox**

Direct Dial   **01522 553787**

E Mail Address   emily.wilcox@lincolnshire.gov.uk

Please note: for more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting

- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details set out above.

All papers for council meetings are available on:
www.lincolnshire.gov.uk/committeerecords

PUBLIC PROTECTION AND
COMMUNITIES SCRUTINY
COMMITTEE
23 OCTOBER 2018

PRESENT: COUNCILLOR N H PEPPER (CHAIRMAN)

Councillors   A N Stokes   (Vice-Chairman),   W J Aron,   K J Clarke,   C R Oxby, M A Whittington, L Wootten and R Wootten

Councillors: L Cawrey, R Butroid and B Young attended the meeting as observers.

Officers in attendance:-

Nick Borrill (Chief Fire Officer), Nicole Hilton (Chief Community Engagement Officer), Dan Quinn (Assistant Chief Fire Officer) and Daniel Steel (Scrutiny Officer) and Emily Wilcox (Democratic Services Officer)

30   APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

Apologies for absence were received from Councillor C K T H Brewis and Councillor Mrs C J Lawton.

31   DECLARATION OF MEMBERS' INTERESTS

There were no declarations of interest.

32   MINUTES OF THE MEETING HELD ON 11TH SEPTEMBER 2018

RESOLVED:

That minutes of the meeting held on the 11th September 2018 be approved as a correct record and signed by the Chairman, subject to the following amendments:

Item 5, bullet point 4 be amended to read as follows:

• One member questioned how there could be a reduction in alcohol related anti-social behaviour incidents but a rise in alcohol related crime incidents was recorded by the police at the point of call for service, whereas the Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) in their recent crime data integrity inspection, had given guidance that meant that those incidents which were formerly more likely to be registered as anti-social behaviour incidents were now more likely to be registered as "alcohol related crimes". This would mean comparing current figures with figures previously reported which was problematic, as the same

circumstances that were shown as an "incident" would now more likely be registered as a "crime" for the police.

Item 5, bullet 5 be amended to read as follows:

- It was expected that there would be a rise in the figures for crime across Lincolnshire as a consequence of the results of the recent inspection by HMICFRS. This was due to a number of factors, including more recording of crime received via third parties and partner agencies in cases such as, for instance, historical Domestic Abuse.

33   ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS AND LEAD OFFICERS

There were no announcement made by the Chairman, Executive Councillors or Lead Officers.

34   PUBLIC PROTECTION COMMISSIONING STRATEGY

The Committee received a report from the County Officer for Public Protection, which detailed the steps taken so far in creating the new Commissioning Strategy for Public Protection.

The County Officer for Public Protection set out the strategies main elements:

- Community Safety including partnership work to resolve statutory obligations under Section 17 of the Crime and Disorder Act 1998 (the reduction of Crime and Disorder across an area)
- Trading Standards
- Celebratory and Registration Service and Coroner's Service
- Lincolnshire Road Safety Partnership
- Lincolnshire Fire and Rescue.

The Commissioning Strategy process was outlined, drawing attention to a number of needs assessments which had been formed by a number of different means.

The proposed purposes of the strategy were provided:

- The purpose of the Public Protection directorate is to ensure that Lincolnshire is a safe place to live, work and visit, and that it feels like a safe place to live, work and visit.
- The prioritisation of prevention of crime and disorder, and maximisation of the efficiency of efforts to intervene to protect the most vulnerable.
- To provide services efficiently, effectively, and provide good quality service in doing so. And to meet with high customer satisfaction.
- To ensure services would be sustainable and viable, exploring and delivering commercial opportunities where they fit with the core purpose.

The strategic objectives were set out in relations to the departments within the Public Protection Areas:

- Preventing and tackling Domestic Abuse
- Preventing and tackling Anti-Social Behaviour
- Preventing and tackling Serious and Organised Crime, concentrating on Modern Day Slavery and Fraud
- Reducing Offending in Lincolnshire
- Recognising and dealing with Mental Health and Substance Misuse where they relate to Crime and Disorder

It was noted that some departments were reviewing their performance measures to ensure that assessments were accurate. It was noted that any new measures that were proposed would be brought back to the committee for consideration.

The Executive Director for Finance and Public Protection suggested that it be worthwhile to make reference to Youth Offending within the strategy. The County Officer for Public Protection agreed that this would beneficial.

Questions and comments from members and officers included the following:

- It was clarified that any focus on 'alcohol related crimes' were reflected within the 'mental health and substance misuse' objective.
- It was questioned whether would be any focus on county lines drug gangs. In response, officers explained that this was included in the 'Preventing and tackling Serious and Organised Crime, concentrating on Modern Day Slavery and Fraud' objective.
- One member questioned whether there were any figures to show how mental health was affecting crime. It was clarified that 80% of the most prolific offenders suffered with mental health issues.
- The Executive Director for Finance and Public Protection reported that when an individual is referred to the youth offending service, their mental health needs were assessed and, they were offered mental health support if necessary.
- In response to a question, officers explained it was possible to plan ahead and create contingency plans for some services, but with some crime types, it was much more difficult to identify gaps and to plan ahead.
- Members were informed that strategic objectives were reviewed with partners every two years to ensure that there was a focus on the most important objectives when progressing forwards.
- It was agreed that the Public Protection Commissioning Strategy would be brought back to the committee at a later date, prior to being finalised.

RESOLVED:

That the report and comments made be noted.

35   FIRE AND RESCUE - STATEMENT OF ASSURANCE

The Chief Fire Officer presented a report which provided members with the Lincolnshire Fire and Rescue Statement of Assurance for 2017-18.

The Chief Fire Officer introduced Dan Quinn as the new Assistant Chief Fire Officer.

Members were informed that the Fire and Rescue National Framework for England set out the requirement for fire and rescue authorities to provide an annual Statement of Assurance on financial, governance and operational matters. Members were referred to Appendix A of the report, which set out the Lincolnshire Fire and Rescue Statement of Assurance for 2017-18. The Chief Fire Officer highlighted that the statement would be used as a source of information on which to base the Secretary of State's biennial report, under section 25 of the Fire and Rescue Service Act 2004.

Attention was drawn to key issues regarding planning and performance.

Questions and comments from members and officers included the following:

- In response to a question, the Chief Fire Officer clarified that the 24,417 calls received during 2017/18 included figures for co-responding calls.
- One Member thanked the Chief Fire Officer for his service and wished him luck on his retirement.
- It was asked why accidental dwelling fires were increasing, given that more people were now using smoke alarms. In response, officers explained that there was no obvious reason for the increase but many were low impact, low level cooking related fires. Members were assured that the Fire Service continued to monitor the reasons for the fires, as well as working hard to publish campaigns which focussed on highlighting the main causes for accidental dwelling fires.
- Members raised concerns over the 17% increase in people being killed or seriously injured in road traffic collisions on Lincolnshire's Roads in 2017/18, and asked what work was being undertaken to identify the reasons why. In response, the Chief Fire Officer reported that Fire and Rescue worked closely with the Lincolnshire Road Safety Partnership (LRSP) to identify the main causes and risk groups. A full presentation would be provided on this by the LRSP at the next meeting.
- It was noted that there had been a change in the categorisation of serious road safety collisions, which could have resulted in an increase in incidents recorded.

RESOLVED:

That the report and associated comments be noted.

36   TRADING STANDARDS IMPACTS AND OUTCOMES FRAMEWORK

The Committee were provided with a presentation by the Business and Public Protection Manager which presented the review of the delivery of Trading Standards Services in Lincolnshire for the financial year 2017-18.

The Trading Standards objectives were outlined:

1. To tackle organised crime and unscrupulous businesses
2. To support economic growth
3. To safeguard the vulnerable
4. To develop our officers
5. To manage out income and expenditure

The Business and Public Protection Manager highlighted the ways in which trading standards had been tackling organised crime and unscrupulous business throughout 2018-19. It was noted that there had been 31 defendants prosecuted for a range of crimes:

- Food Safety
- Illicit Tobacco
- Animal Welfare
- Counterfeiting
- Unsafe Toys
- Fraud
- Cosmetic Safety

Members were informed that the Council offered a free business advice service, and had formal primary agreements in place with a number of businesses within the County.

It was reported that there had been 96 additional victims of scams identified, with 420 visits having taken place. £115,605 had been saved through intervention.

Members noted that the Trading Standards Service was committed to ensuring that officers were appropriately trained to deliver the service. All training requirements were identified through the appraisal process, and officers were encouraged to apply for Chartered Trading Standards Practitioner status.

It was highlighted that the service had been successful in its efforts to generate income, with £185,000 being secured to contribute to service delivery. The budget for 2017-18 was outlined.

Questions and comments from members and officers included the following:

- In response to a question, it was clarified that it was legal to sell produce past the 'best before' date but not when they were past the 'out of date' date.

- It was noted that it was criminal offence to advertise goods as copies of the originals, as the criminals have applied a logo without the brands permission.
- The Business and Public Protection Manager explained that it was difficult to permanently shut down premises that had been trading illegally, as a license could be applied for by another individual, who could then take over the business.
- Members were supportive of prosecuting landlords who leased properties knowing that individuals were trading illegally within the properties.
- One member asked what was done at a District level when premises were found to have food that was incorrectly labelled, or labelled in a language other than English. In response, it was confirmed that District officers would remove the unsafe products, and issue improvement notices to businesses.

RESOLVED:

That the report and comments made be noted.

37   PREVENT ANNUAL REVIEW 2018

Members received a report from the Chief Engagement Officer which provided an update on Prevent activity in Lincolnshire during 2017/18.

It was highlighted that the current international threat of terrorism remained at highly likely, and that the threat from Islamist terrorism remained the most foremost and most significant, along with far right extremism.

It was reported that in recent times, there had been a shift in the approach of these terrorisms, with excessive amounts of online activity taking place. It was noted that the internet was used as a recruiting ground to groom susceptible people, and that terrorist recruiters were using generation identity to recruit young people.

It had been found that extremists were targeting individuals that were in isolation, grievance, anger, lack of self-esteem and a lack of excitement and status were targeted, with the hope to engage and give a sense of belonging, status, loyalty and duty to the targeted individuals.

Members were informed that the duty to prevent and protect individuals remained with the Local Authority, and that as Lincolnshire was classes as a 'low risk' area, there was little resource. It was noted that as a 'low risk' authority, Lincolnshire received little funding, but were still required to meet the same level of compliance as higher risk authorities, which put a strain on resources within Lincolnshire.

In April 2016, the Home Secretary announced a series of pilots around the country where Local Authorities were to receive additional funding and resources taken by taking a full leading in role in PREVENT, with a clear and acknowledged move away from Criminal Justice. Members were informed that Lincolnshire had been chosen to participate in the pilot strategy, and had been commended on the way in which their duties were delivered, and on the professional and engagement.

It was noted that officers were delivering face to face prevent training to relevant employees, and all employees of the council would be offered online training.

In response to a question, the Chief Engagement Officer clarified that the council received a small amount of money towards the work of prevent, however there were ongoing plans for Local Authorities to receive funding from the police's counterterrorism budget.

One member emphasised the need for community cohesion within communities, and there was a lot more work to be done in this area.

RESOLVED:

That the report and comments be noted.

38   PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE WORK PROGRAMME

The Committee considered a report which provided an opportunity to consider and comment on the content of its work programme for the coming year.

It was noted that a report on the Future Model of the Heritage and Archive Service would be considered at the next meeting of the Committee.

RESOLVED:

That the Committee was satisfied with the content of the Work Programme.

The meeting closed at 12.07 pm

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Lincolnshire
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Open Report on behalf of Keith Ireland, Chief Executive

Report to:	**Public Protection and Communities Scrutiny Committee**
Date:	**11 December 2018**
Subject:	**Volunteer Engagement Policy**

Summary:

This report provides an update on Lincolnshire County Council's revised Volunteer Engagement Policy and its supporting documents. The policy facilitates a greater level of visibility and access to volunteering opportunities across the organisation, aids clarity and reduces disparity in volunteer recruitment, training and management procedures, and provides advice and support to both volunteers and managers of volunteers.

Actions Required:

Members of the Public Protection and Communities Scrutiny Committee are invited to consider and comment on the report and endorse the Volunteer Engagement Policy.

1. Background

LCC currently hosts around 600 volunteers over 30 sites, without these volunteers many sites would not be able to deliver the quality of service required. They contribute a tremendous amount of skill, knowledge, ingenuity, commitment and drive to many services and projects.

The responsibility for driving forward the Council's strategic approach towards volunteering falls to the Community Engagement Team (CET) within the Economy and Environment Directorate. The CET chairs and facilitates the Volunteer Development and Support Group (VDSG) which involves officers from a wide range of service areas across the Council who manage volunteers. Meeting up to four time a year the group contributes to the review, development and promotion of corporately consistent procedures relating to volunteer recruitment, induction, training and volunteer management. This includes reviewing the Volunteer Engagement Policy which was due for December of this year.

2. Revised Volunteer Engagement Policy

Good management of volunteers helps maximise benefits to both the volunteer and staff. It also helps with recruitment, retention and cessation of volunteering opportunities. The VDSG members undertook the review of the policy and its supporting documents to ensure that a consistent approach is followed across the organisation when engaging volunteers, providing clarity for staff and volunteers.

The supporting documentation is listed below and is available on LCC's website and on George:

Volunteer Welcome Book - designed to give the volunteer an insight into the way the Council works and how this could affect them; it also supports them in carrying out their activities. The guide also provides information on expenses, training and supervision.

Supervisor's Handbook - provides comprehensive advice and information on the processes involved in the recruitment, selection and management of volunteers. The handbook is also backed up by a Paperwork Pack.

Paperwork Pack (includes Induction checklist) - provides a set of guidance documents and templates to help support volunteer recruitment, induction, training and day-to-day management.

Training is also available:

For Volunteers – a package covering four core topics - Information Governance; Safeguarding; Equality & Diversity; and Health & Safety.

For staff managing volunteers and those working alongside volunteers – a package covering three topics:

- Working Alongside Volunteers
- Recruiting Volunteers
- Supporting and Supervising Volunteers

The promotion of the policy and its supporting documents will be achieved through regular liaison with colleagues and managers of volunteers across the organisation, through the Volunteer Development and Support Group (VDSG), Internal Comms and the volunteering area of LCC's website.

The volunteering area of the website is the main point of access for all information around volunteering and volunteering opportunities across different service areas. At present, the following service areas promote volunteering opportunities on the webpage – Archaeological and Historical Projects, Countryside Access Volunteering, Heritage Volunteering, Lincolnshire Chalk Streams Project, Lincolnshire Youth Offending Service, Liaise, Volunteering with Children's Services, Community Hub Libraries. The page also hosts volunteering opportunities with partner organisations.

'Related links' and 'Current opportunities' sections are permanent features that appear on the right-hand side of the webpage. For the latter, interested volunteers are asked to complete an 'Expression of Interest' form if they would like to be considered for a volunteering opportunity. Volunteer Centres across the county also promote LCC volunteer opportunities.

3. Conclusion

The Volunteer Engagement Policy has been reviewed by staff with volunteer management experience across the authority.   Having a robust policy and supporting documents in place benefits the authority in many ways, including:

- enabling public demonstration of the commitment to volunteering and robust support to volunteers;
- ensuring staff who manage volunteers are able to do so effectively and with a corporately consistent approach;
- enhancing the volunteers' experience;
- encouraging more people to volunteer;
- minimising the potential risks arising from the involvement of volunteers.

4. Consultation
a) Have Risks and Impact Analysis been carried out??

No

b) Risks and Impact Analysis

N/A

5. Appendices

These are listed below and attached at the back of the report	
Appendix A	LCC Volunteer Engagement Policy
Appendix B	LCC Volunteer Supervisors Handbook
Appendix C	LCC Volunteer Welcome Book

6. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Bev Finnegan, who can be contacted on 01522 550516 or Bev.finnegan@lincolnshire.gov.uk.

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Lincolnshire County Council
Volunteer Engagement Policy

September 2018

1.0   Introduction

1.1   People choose to volunteer for a variety of reasons. For some it offers the chance to give something back to the community or make a difference to the people around them. For others it provides an opportunity to develop new skills or build on existing experience and knowledge as a pathway into employment. Regardless of the motivation, what unites them all is that they find it both challenging and rewarding.

1.2   Volunteers bring a range of expertise to particular tasks or projects. Their expertise should complement and add value to the skills of staff. In many instances, volunteers can develop a range of support to service users that cannot be provided solely by paid staff, and the Council welcomes volunteers in all service areas. The Council is committed to engaging with volunteers in a way that complements and expands service delivery.

2.0   Vision for Volunteering

2.1   The Council has a vision of thriving communities where volunteers play an active role in shaping local service delivery, promoting community cohesion and positively influencing decision making.

2.2   The Council will work with local communities and partners to develop a diverse range of suitable volunteering activities that are relevant for all people in Lincolnshire.

3.0   What is volunteering?

3.1   The Council regards volunteering as an unpaid activity where someone freely gives their time to help an organisation or an individual who they are not related to. In other words, volunteers are not paid staff and do not have a legally binding contractual relationship with the Council.

3.2   Volunteering is not work experience therefore anyone applying for a work experience placement should be managed as part of the work experience process. The Work Experience Guidance ensures that the Council has a corporate and consistent process for work experience placements for children and young people, and complies with its legal duty towards safeguarding and health and safety for these groups.

4.0   Recruitment and Selection of Volunteers

4.1   Volunteer role descriptions, application forms, policies and other documents will be available on the Council website, or via partner volunteer organisations. More detailed information will be available through the Council's Customer Service Centre.

4.2   The role descriptions of officers with responsibility for recruiting and managing volunteers should incorporate the following statements:

- To help sustain and enhance volunteer activities taking a leadership role in developing and promoting new opportunities and roles for volunteers that support the Council's Volunteer Engagement Policy.

- To contribute to the recruitment, selection and supervision of volunteers and to identify training needs of volunteers.

5.0   Induction and Training

5.1   The Council will provide all volunteers with an introduction to the organisation as well as induction and training tailored to the volunteering opportunity. The corporate training package and manager's guidance is now available for core training areas for volunteers:

- Information Governance
- Health and Safety
- Safeguarding
- Equality and Diversity

Training packages and guidance are available on Volunteers page on George at http://george/section.asp?docid=105772&ovt=1

6.0   Health and Safety

6.1   We have a duty of care to avoid exposing our volunteers to health and safety risks. All volunteers will be made aware of our Health and Safety Policy and any practical safety concerns as part of their induction. Volunteers are expected to comply with the Council's Health and Safety Policy. All volunteer roles will be risk assessed, covering both the tasks involved and the environment in which they will be conducted. In addition, where a volunteer makes us aware of a pre-existing medical condition or disability, an individual risk assessment may also be necessary.

6.2   Further valuable LCC health & safety information and guidance is available on the following links on the LCC intranet:

G25 Authorised Volunteers
https://www.lincolnshire.gov.uk/jobs/manuals/health-and-safety-manual/employee-groups/volunteers/g25-authorised-volunteers/47636.article?tab=downloads

Health & Safety Manual Index
https://www.lincolnshire.gov.uk/jobs/manuals/health-and-safety-manual/health-and-safety-manual-index/

7.0   Information Governance

7.1   All supervisors must ensure that during induction volunteers are aware of the Council's Confidentiality and Data Protection Policies. Volunteers must receive appropriate training, for example Information Governance training.

7.2   A Privacy Notice provides information about why and how we process personal data about individuals. The privacy notice must be provided at the time that the information is obtained and can be provided in a number of format such as in writing, electronically, orally (face to face when speaking to an individual) or through signage such as posters. For further detailed information on how we process personal information please see the

3

council's privacy notice page at https://www.lincolnshire.gov.uk/local-democracy/information-and-data/privacy-notices/privacy-notice-volunteers/132897.article

8.0   Raising the Participation Age (RPA) – Volunteers aged 16 - 18

8.1   In 2015, the Government has raised the participation age, obliging young people to stay in education until their 18th birthday (but should be encouraged to remain until they have completed any qualifications they are undertaking). This does not necessarily mean staying in school. Young people will be able to participate through:

- Full time education such as school or college
- Work based learning such as an apprenticeship
- Part-time education or training if they are employed, self-employed or **volunteering** for 20 hours or more a week.

Whatever programme they are undertaking, it needs to be accredited training funded by the Education Funding Agency (publicly funded)

8.2   The Council therefore has a duty in relation to RPA and will need to ensure that all 16 and 17 year olds have suitable education or training offers and that they are encouraged and supported to participate. It is therefore important that volunteers aged 16 and 17 meet the requirements of Raising the Participation Age.

9.0   Safeguarding

9.1   All supervisors must ensure that volunteers are aware of, and have received appropriate training in the Council's Safeguarding Policy on Children and Adults.

9.2   Disclosure and Barring Service (DBS) checks will be carried out on any volunteer who in the course of their activity has regular, unsupervised, contact with the same group of children or young people. A DBS check will also need to be carried out on volunteers who care for or deal with the personal affairs of any adult. Further guidance can be found in the County Council's safeguarding policies and procedures.

10.0   Equal Opportunities

10.1   We are fully committed to the Council's Equality Policy and will proactively offer volunteering opportunities to people from different backgrounds as a contribution to developing and maintaining an organisation where differing ideas, abilities, backgrounds and needs are fostered and valued and where those with diverse backgrounds and experiences are able to participate and contribute.

11.0   Ongoing Support

11.1   All volunteers will receive appropriate support and supervision in their activity. The level of supervision will match the nature of the role and the experience of the volunteer. All volunteers will have a nominated Volunteer Supervisor, someone they can have regular access to if problems arise or when help and support is needed.

4

12.0   Expenses

12.1   The Council is committed to paying *reasonable* 'out of pocket' expenses ensuring that potential volunteers are not excluded due to financial reasons. However, these need to be agreed with relevant managers before the volunteer commences their activity. Where expenses are not agreed, volunteers must be made aware of this at the first opportunity in the recruitment process.

13.0   Volunteers in Receipt of benefits

13.1   It is the responsibility of the volunteer to establish whether volunteering is going to affect their entitlement to any social security benefits. Further advice should be obtained from the Department of Work and Pensions (DWP), Job Centre Plus, or Citizens Advice Lincolnshire.

14.0   Insurance

14.1   Volunteers must sign the Volunteer Indemnity Form on the first day of induction. This provides them with basic accident cover and also indemnifies the volunteer against any claim made against them or the Council whilst carrying out their activity.

14.2   Where volunteers drive as part of their voluntary activity, and use their own vehicle, they must ensure they possess the relevant class of insurance. Further guidance should be sought from the Volunteer's own insurance company. Supervisors must check and record this documentation if required.

15.0   Complaints

15.1   As volunteers are not employees, they are unable to use the Council's Grievance Policy and Procedure. However, they are entitled to use the Council's Complaints Procedure.

15.2   Complaints by volunteers should be raised in the first instance with their Volunteer Supervisor, and dealt with informally where possible. Where appropriate, the complaint will be investigated fully by their Supervisor, or if the complaint is against their own Supervisor, by another Volunteer Supervisor or their line manager.

15.3   If a complaint is brought against a volunteer, this will be investigated by the relevant supervisor. Every attempt will be made to resolve the matter as quickly and informally as possible. If the issue cannot be satisfactorily resolved, then the volunteer may be told their services are no longer required with immediate effect.

5

16.0 Moving On

16.1 The Council welcomes feedback and encourages volunteers to offer ideas for improvements. Volunteers who choose to stop volunteering at any time will also be invited to provide feedback before they move on.

16.2 Volunteers who are leaving the organisation and who have made a regular commitment to it should be offered an exit interview, reference and/or statement of their achievements to ensure that their services are properly and formally appreciated.

17.0 Termination of Activity

17.1 Where appropriate, the role and placement of the volunteers may be terminated by the supervisor at one week's notice, or immediately where inappropriate behaviour has occurred or where an H&S risk has been identified. In all cases, the volunteer will be entitled to an explanation of the decision and action taken.

18.0 Review

18.1 This policy will be reviewed by 31 October 2021.

6

Lincolnshire County Council

Volunteer Supervisors' Handbook

September 2018

Contents

1.0   Introduction

1.1   Volunteers have played an important part in the delivery of the Council's services for many years and are greatly valued. Today volunteers fill a variety of roles across Lincolnshire, including for example those within our Heritage sites, the Youth Service and in the Countryside. This handbook explains how you can engage volunteers to support our services, what you should do to manage volunteers effectively, and where you can go for support.

1.2   People choose to volunteer for a variety of reasons. For some it offers the chance to give something back to the community or make a difference to the people around them. For others it provides an opportunity to develop new skills or build on existing experience and knowledge as a pathway into employment. Regardless of the motivation, what unites them all is that they find it both challenging and rewarding.

1.3   In addition, this guidance is supported by a Paperwork Pack (PP) which contains all the documentation you need to engage with and manage volunteers.

1.4   These procedures only apply to Council volunteers, not to independent or third party volunteer groups who carry out activities in partnership with the Council e.g. Independent community groups operating libraries. If in doubt, please contact the Community Engagement Team within the Environment & Economy Directorate.

2.0   Volunteering – Frequently Asked Questions

2.1   Below are some Frequently Asked Questions:

Q. What activities can volunteers carry out?
A.   There is a wide variety of activities that volunteers are able to carry out, and the list is potentially endless. However, Volunteer Supervisors should refer to the Council's Volunteer Engagement Policy for further guidance.

Q. How do I recruit volunteers? (See Section 3.2)
A.   Volunteers are usually recruited either:

- Externally - by contacting the local Volunteer Centre. Contact details for Volunteer Centres in Lincolnshire are listed at the end of this handbook. The Volunteer Centre holds a database of potential volunteers, and can match potential volunteer's skills to activities. They will interview candidates and forward their details to you, although you should also hold your own informal discussion. It is up to you to ensure that the volunteers are suitable for the activity, and that all appropriate checks have been carried out.
- Internally - for example, opportunities can be advertised via the Lincolnshire Connects web page. Other forms of media including Twitter and County News could also be considered.

If you are struggling to recruit volunteers for your activity please contact the Community Engagement Team within Environment & Economy, who may be able to assist.

Q. Who supervises volunteers?

3

A. An appropriate individual should be nominated with responsibility for their day-to-day supervision. A volunteer should always have a named individual on site that they can turn to for support; this can be either another volunteer or a paid member of staff.

Q. *Is there a lot of paperwork to complete?*
A. There is some paperwork for both the volunteer and the volunteer supervisor to complete. All the paperwork you need is included in the PP.

Q. *Do these procedures cover young people?*
A. Yes, but only if they are aged 16 or over. It is not the Council's policy to take volunteers under the age of 16 unless they are part of a school or college placement. You should also be advised that from 2015 young people are required to remain in learning until they are 18 years of age

3.0 Identifying opportunities & engaging volunteers

3.1 Developing Ideas for Volunteering
To develop your ideas for volunteering please consider the following:

3.1.1 The first requirement is to develop the Role Description form; a template is included in the PP. This form will help you to focus your need and consider the different issues that may affect volunteers. The Role Description will also help you consider whether or not you really need volunteers and ensure you are able to provide the appropriate level of support for them.

3.1.2 You should liaise with an appropriate manager at this stage to ensure they are happy with your site/team/project taking on new volunteers, particularly as there may be some expenses payable. Ultimately the decision to engage with any new volunteer should be taken by a relevant manager.

3.2 Advertising

3.2.1 You should always decide on a deadline for applications for any volunteering opportunities. Although an opportunity may be open ended, potential volunteers are more likely to apply if there is a cut-off date. You can always re-advertise should you require more volunteers.

3.2.2 If agreed with your manager, you could start by placing a poster advertising the opportunity in a prominent position within your site (if working on a public facing site).

3.2.3 If your service has a section on volunteering on the LCC Connects web page, you should advertise there, including a copy of the completed Role Description.

3.2.4 You could also provide details of the opportunity to the various Volunteer Centres around the county. You will be required to complete their 'Opportunity Registration Form', a copy of which is in the PP. This is a relatively short form that enables the Volunteer Centre to match volunteers to your activity. Once completed the form should be posted/emailed to the relevant centre. If advertising an opportunity county wide, you do not need to complete forms for all four centres.

4

Ticking the appropriate box on the form will ensure your opportunity is advertised across Lincolnshire.

3.2.5   Once the Volunteer Centre has received your form they will advertise your opportunity on their local database as well as the national website 'Do-It'. The Volunteer Centre will contact you as and when potential volunteers approach them.

3.2.6   Don't forget to let the Volunteer Centre know when your opportunity no longer needs to be advertised. The advert may remain live and people may still approach you to enquire about the opportunity.

3.2.7   If you are particularly interested in student volunteers, there is a volunteer centre within the University of Lincoln Students' Union.

3.2.8   Ensure that any publicity follows best practice with regard to reflecting the diversity of the community and provides a consistent and professional image. All publicity is to be checked by the Corporate Communications team before being issued.

3.3   Initial Volunteer Contact

3.3.1   Included in the PP is a Volunteer Application Form. Volunteers should be strongly encouraged to complete this form; however where you feel you have gathered enough information from another source (i.e. a face to face discussion or through a volunteer open day) you do not need to ask the volunteer to complete this. However, please feel free to use the form if you feel you require further information on a potential volunteer.

3.3.2   Once you have gathered sufficient expressions of interest in your activity, you should invite the prospective volunteer(s) to meet you for an informal discussion. You could include another manager to be part of this discussion if required. Ideally the Volunteer Supervisor should lead the discussion. You should make it clear to the potential volunteer the tasks that you wish them to carry out, as well as agree with them their availability. You need to consider before this discussion, whether or not you have a minimum time requirement for the proposed activity.

3.3.3   It is best practice to inform unsuccessful applicants when we are not able to provide a volunteering opportunity and signpost to the Volunteer Centres and other relevant voluntary organisations as appropriate.

4.0   Induction

4.1   Prior to the volunteer's first day, the Volunteer Supervisor should ensure that all staff and other volunteers are aware of the fact that a new volunteer is joining the team, and clearly explain what activities they are expected to carry out. The first day for a new volunteer may be as daunting as it is for new staff, therefore you should make the volunteer feel welcome and comfortable. You should make sure a full site/team induction is carried out. Please ensure you introduce the volunteer to members of staff/other volunteers and make them feel part of the team. Please also ensure that you inform the volunteer that they can refuse demands made of them if they consider them unrealistic, beyond the scope of their role or if they feel they do not have the appropriate skills to carry them out.

5

4.2   Volunteer Personal Folder

    4.2.1   You should also maintain a personal folder for each volunteer. The induction is an ideal time to begin work on this folder. The folder should contain their contact details, plus details of an emergency contact. The folder should also contain a copy of the Role Description, a signed copy of the Volunteer Indemnity Letter, a copy of their health declaration, the risk assessment, correspondence from referees as well as signed training acknowledgement forms and notes from any supervision sessions you undertake.

    4.2.2   To ensure you have done everything necessary, there is a 'Volunteer Supervisor's Induction Checklist' included in the PP. Please take time to look through this ensuring you have completed all required actions.

5.0   Training

5.1   The Council will provide all volunteers with an introduction to the organisation as well as induction and training tailored to the volunteering opportunity. A proportionate approach is required to ensure the relevance of the content for each core topic to ensure the volunteer receives the information and training required for them to be able to undertake their role safely.

5.2   To ensure volunteers' training needs are being adequately met around essential training, four core areas have been identified, covering Information Governance, Safeguarding, Equality and Diversity and Health and Safety, and must be delivered to all volunteers. As volunteer roles require different emphases, varying levels and differing methods of training delivery have been developed. Training packages and manager's guidance are available on Volunteers page on George http://george/section.asp?docid=105772&ovt=1

5.3   An appropriate level should be identified by the Volunteer Supervisor based on the role description and a risk assessment. It is important to take account of the limited role of volunteers, including the restrictions on the activities and tasks they may be involved with, and the limited number of hours, etc. Additional advice about a required level of core/essential training can be sought from Health & Safety, Safeguarding, Information Governance and Equality & Diversity leads.

5.4   Volunteer Supervisors should add any specific training they deem necessary and to specify the frequency of refresher training according to their own policies.

5.5   In order to provide evidence of training, all volunteers should sign to say they have undertaken their training and this should be recorded on an individual's record.

6.0   Health & Safety

6.1   Volunteers must be made aware of our Health & Safety Policy and any practical safety concerns and must be provided with an induction which will include the completion of the Volunteer Health Form. This should be repeated if circumstances change or if the volunteer does not undertake volunteering activities for a period of one year or more.

6.2   You must complete all relevant health and safety checks prior to allowing volunteers to undertake their tasks. A risk assessment must be undertaken for every volunteer role, covering both the tasks involved and the environment in which they will be conducted. In addition, where a volunteer makes us aware of a pre-existing medical condition or disability, an individual risk assessment may also be necessary.

6.3   Further valuable LCC health & safety information and guidance is available on the following links on the LCC intranet:

G25 Authorised Volunteers
https://www.lincolnshire.gov.uk/jobs/manuals/health-and-safety-manual/employee-groups/volunteers/g25-authorised-volunteers/47636.article?tab=downloads

Health & Safety Manual Index
https://www.lincolnshire.gov.uk/jobs/manuals/health-and-safety-manual/health-and-safety-manual-index/

Personal Emergency Evacuation Plans (PEEP) should be prepared for any volunteer who needs assistance to evacuate any premises to a place of safety in the event of fire or other emergency. Additionally Personal Emergency Evacuation Plans should be referenced in policy documentation.
https://www.lincolnshire.gov.uk/jobs/manuals/health-and-safety-manual/hazards/fire/g5-fire-risk-assessments/47699.article?tab=downloads

Employment of Young Persons (under 18 years of age)
https://www.lincolnshire.gov.uk/jobs/manuals/health-and-safety-manual/employee-groups/young-persons/g21-employment-of-young-persons-(under-18-years-of-age)/47639.article?tab=downloads

6.4   It is the manager of the volunteer/s responsibility to ensure all health & safety documentation is recorded and kept on the volunteers file. Additionally it is the manager's responsibility to implement control measures to ensure any volunteer/s health & safety whilst volunteering for LCC.

7.0   Information Governance

7.1   All supervisors must ensure that during induction volunteers are aware of the Council's Confidentiality and Data Protection Policies. Volunteer Supervisors should alert volunteers to their responsibilities during induction ensuring that volunteers fully understand this and/or undertake appropriate training.

7.2   A Privacy Notice provides information about why and how we process personal data about individuals. The privacy notice must be provided at the time that the information is obtained and can be provided in a number of format such as in writing, electronically, orally (face to face when speaking to an individual) or through signage such as posters. For further detailed information on how we process personal information please see the council's privacy notice page at https://www.lincolnshire.gov.uk/local-democracy/information-and-data/privacy-notices/privacy-notice-volunteers/132897.article

8.0 Equality and Diversity

8.1 Prior to the Equality Act 2010, volunteers were not protected from discrimination. However, under the Equality Act 2010, volunteering may be seen as service provision, and consequently volunteers could be afforded some protection as service-users, although they are not afforded the same protection as employees.

8.2 At the very least, the Council has a responsibility to look after volunteers' wellbeing, and it is important for volunteer morale, that volunteers feel that they are treated fairly; therefore exercising good practice is a clear way to ensure that we are fulfilling our duties as an organisation.

8.3 When producing a role description, or recruiting to a volunteer role, it is important that you make it clear that you do not intend to create a contractual relationship with a volunteer. However, as a matter of respect and dignity, volunteers deserve to be treated fairly and inclusively wherever reasonable.

8.4 Volunteers should be provided with a copy of the Council's '*Volunteer Welcome Book*' during their induction. This guide outlines the standards expected in terms of conduct and behaviour.

8.5 Please ask the volunteer to complete the 'Volunteer Equality and Diversity' questionnaire included in the PP, which should be completed anonymously. Once completed this form should be returned to the Community Engagement Team in Environment & Economy via volunteers@lincolnshire.gov.uk

9.0 DBS Checks and Safeguarding

9.1 It is important to assess whether or not a volunteer requires a Disclosure and Barring Service (DBS) check. Please read the Council's DBS Policy and Safeguarding Policy for further guidance.

9.2 The requirement for a DBS check should be included in the Role Description form. The requirement is dependent on the actual activity being carried out, and you should reassure volunteers that undertaking a check does not imply any criminality on their part.

9.3 <u>Who needs a DBS check?</u>

    9.3.1 In general any volunteer who provides care, instruction or teaching for the same child/group of children 4 times a month or is working in a regulated setting would need a DBS check. Volunteers who provide any kind of personal care (including dealing with financial affairs) for an adult only once (regardless of their 'vulnerability') would also require a DBS check.

    9.3.2 All volunteers should have a Role Description attached to their activity. The Volunteer Supervisor is responsible for drawing up the Role Description and assessing whether or not a volunteer role requires a DBS check.

    9.3.3 Recruitment should be a vital part of the safeguarding process. Volunteer Supervisors should take references during the recruitment phase to ensure volunteers are of good character regardless of whether or not they require a DBS

check. On-going management and supervision is also essential to spot and deal with any issues as they arise.

9.3.4   Volunteer Supervisors should ensure they regularly review LCC Safeguarding policies and procedures. This will ensure that current safeguarding best practice is adhered to.

9.3.5   For advice on DBS for LCC volunteers you should contact disclosures@lincolnshire.gov.uk , or speak to Serco DBS Administration 01522 555441 or Local Authority Designated Officer for DBS Referral 01522 554675. Further guidelines on the DBS application process can be obtained from the Criminal Record Check Policy and DBS Referral Policy and also on the Criminal Records Checks page on George.

9.3.6   The DBS update service was launched in June 2013. The service can radically improve the ease and speed with which employers can apply for criminal record checks and potentially create significant savings. For £13 a year, applicants subscribing to this optional service can potentially re-use their DBS certificate when changing jobs or roles within the same sector (where the disclosure level, workforce details, barring list checks and volunteer status are the same as the new role).

Where an individual has subscribed, the employer will not need to apply for a new certificate, but will be able to quickly perform an instant, online free check that the existing certificate is up to date. Under best practice the employer should check the applicant's identity to ensure that the certificate belongs to that individual, check the certificate is genuine and obtain consent to run a DBS update service check.

9.4   The Council provides training on both Child and Adult Safeguarding, and like staff, all volunteers should complete this training to ensure they are aware of the Council's procedures should they have any concerns.

9.5   Regulated Children's Services (Looked After Children, Residential Fostering & Adoption and Child Protection) cannot have volunteers under the age of 25 years.

10.0   Day to Day Supervision of volunteers

10.1   Once an induction has taken place, and the volunteer has commenced their activity, be sure to:
- Conduct regular, informal, 'supervision' sessions with your volunteers
- Offer relevant training
- Deal with any issues/complaints promptly
- Pay agreed, reasonable out of pocket expenses, as laid down in the Council's 'Volunteer Engagement Policy'.

10.2   It is also best practice to agree in advance with the volunteer, any times when they will not be available, so that you can consider any continuity of service requirements. Remember, volunteers do not need to adhere to the Council's Leave policy. However, volunteers should inform you if they are going to be unavailable for their task for any length of time. If you become overly concerned about the irregular attendance of a

9

volunteer, then please arrange to discuss this with them, and try and agree a solution. If the volunteer is unable to guarantee their regular attendance, then you may wish to consider terminating their involvement with the service.

10.3   The contribution of volunteers is invaluable to the provision of our services, and therefore it is imperative that we show our thanks on a regular basis. Remember, they provide their time and efforts free of charge, and it can often be easy to overlook their role. Simply saying 'Thank You' can make a big difference to a volunteer and can help with volunteer retention.

11.0   Insurance

11.1   Any individual volunteering for the Council should sign and date the 'Indemnity Form Template' included in the PP during their induction. Signing this form indemnifies the volunteer on behalf of the Council for any claim made against them (with reasonable exceptions for fraud and negligence). Volunteers are covered for Public Liability and Personal Accident insurances in the same way as a member of the public visiting our sites would be.

11.2   Once the indemnity form has been signed you should keep a copy in the volunteer's personal file, and provide a copy for the volunteer.

11.3   If driving is a part of the volunteer role or if motoring expenses are to be claimed you should ensure that you have checked the driving documents of the volunteer prior to the task commencing. Check for:
- Valid MOT certificate
- Current insurance. Volunteers should inform their insurance company that they will be driving in a voluntary role. Some insurers may see this as 'Business' and require a change in premium
- Evidence of current Road Tax

12.0   Expenses

12.1   Volunteers are not staff and therefore receive NO remuneration for the activity they carry out. However, volunteers should not be 'out of pocket' for carrying our activities for the Council. It is best practice to pay reasonable out of pocket expenses for anybody who chooses to volunteer with us.

12.2   You should discuss any necessity to claim expenses during the initial discussion with the volunteer. In a rural county like Lincolnshire some people will need to travel some distance to their nearest opportunity. If the volunteer wishes to claim for travel expenses to and from their volunteering base (home to base travel) then this should be approved before they begin their activity. If the payment of home to base travel is not approved you should inform the volunteer and allow them to decide if they wish to continue their application.

12.3   If you approve home to base travel expenses then you must only pay the 'actual' amount incurred by the volunteer. Please read the Council's Travel policy for further guidance.

10

12.4 Volunteers must collect and present receipts to their supervisor in order for expenses to be paid. The form available in the paperwork pack 'LCC Expenses Mileage Reimbursement Form Non Staff' should be completed by a volunteer and once authorised by a volunteer supervisor it should be sent to the local Business Support person (local requisitioner) who will complete and submit a Payment Request Form.

12.5 Volunteer expenses would normally be paid by the local requisitioner completing the Payment Request Form, or, if they are not going to be paid again, the One Time Payment Form can also be used. If the volunteer is not currently set up on Agresso and they are to be paid more than once then a volunteer needs to be set up on Agresso as a non-commercial supplier, after which payment can be made by Payment Request.

12.6 Some volunteers may need to carry out driving in pursuit of their volunteer role. When expenses are reimbursed they should be at the current levels indicated by HMRC. HMRC states that payments beyond this rate are taxable which could affect the employment status of volunteers as well as their entitlement to benefits.

12.7 Other expenses may be paid, such as meals for people volunteering for whole days, if agreed in advance by all parties. This should also be reimbursed on the actual amount and only on production of receipts.

13.0 Volunteers claiming benefits

13.1 Unemployed volunteers are entitled to volunteer for the Council whilst claiming benefits. Unemployed volunteers claiming Job Seekers Allowance have the following obligations:

- Continue to actively seek employment
- Attend interviews with 48 hours' notice
- Start work within one week

14.0 Dealing with Complaints and Volunteer Problems

14.1 Although the majority of volunteers find their experience rewarding, there may be occasions when problems occur. Most issues can be resolved quickly through an informal discussion with the volunteer. However, sometimes a more formal approach is needed. If you find yourself in this position, you should consider carefully how the situation can be resolved. For example, you may find it necessary to consider ending the activity. If in doubt, seek advice from your line manager.

14.2 Complaints about volunteers

14.2.1 The Council defines a complaint as '*an expression of dissatisfaction, however made, which needs a response*'. The complaint may arise for a number of reasons, and could be made by a service user, another volunteer or an employee. If a complaint is made against a volunteer you should endeavour to investigate the causes of the complaint as promptly as possible. It may be possible to resolve the issue informally through discussion with the volunteer. Try to agree what changes need to be made, and a timescale for when you would expect the changes to be in place.

11

14.2.2 If it is not possible to resolve the issue via an informal discussion, you should invite the volunteer to a formal meeting to discuss the issues with you and your line manager. This meeting should attempt to resolve any concerns. If this still fails to resolve the issue, then you may need to consider bringing the activity to an end.

14.2.3 Please also remember that volunteers are not paid staff, therefore the Council's code of conduct does not apply and you should not attempt to follow the Council's disciplinary or grievance procedures.

14.3   Complaints by volunteers

14.3.1 Volunteers may themselves have a complaint, for example about other volunteers, members of staff, service users/customers, or general complaints about the task they are carrying out. Like staff, volunteers should feel able to make a complaint, and you should reassure them that everything they say will be treated in confidence, and will have no impact on the continuation of their activity.

14.3.2 It is in everyone's interest to resolve issues as soon as possible. An informal discussion or meeting may well resolve any concerns that exist. You should always try to resolve complaints at as low a level as possible. Volunteers may feel the need to take notes during any meetings, and this is perfectly normal so you should feel free to take notes yourself.

14.3.3 Whatever the complaint, it should be dealt with in accordance with the Council's Complaints procedure for service users and not the Council's Grievance Procedure for staff.

15.0   Moving On

15.1   As with staff there are numerous reasons why a volunteer may cease their involvement with the Council. They may choose to leave or indeed you may choose to end their activity.

15.2   If a volunteer chooses to leave they are not obliged to provide you with any period of notice. You should ask volunteers to let you know as soon as they are able to of their decision to leave; and maintaining a good relationship with your volunteers will help with this. Before the volunteer leaves, it is good practice to hold a meeting with them to discuss how their activity progressed, and whether they have any suggestions to help us improve our engagement with volunteers in the future. You should also request the volunteer completes the 'Departure Feedback Form' included in the Paperwork Pack and once completed this form should be returned to the Community Engagement Team in Environment & Economy via volunteers@lincolnshire.gov.uk

15.3   Alternatively you may decide to end your involvement with the volunteer. There are two main reasons why you may want to do this:

- The activity has a specific end date.
- The volunteer is no longer suitable for the role.

15.4   If the activity has a specific end date or is drawing to an end you should let the volunteer know as soon as possible, and assist them in trying to find a new activity. If you are

12

unable to identify any other suitable activities, please signpost the volunteer to their local Volunteer Centre and ask them to complete the 'Departure Feedback Form'. Please be sure to thank the volunteer for the contribution they have made to the service.

15.5   If you consider that the volunteer is no longer suitable for the activity, there is no obligation to provide any notice to the volunteer, particularly if there is a code of conduct issue or where an H&S risk has been identified. However, it is best practice to give the volunteer at least 5 days' notice of the termination of their activity. Again, you should ensure that the relationship ends on a positive note, by thanking the volunteer for the contribution they have made.

15.6   Volunteers who are leaving the organisation who have made a regular commitment to it should be offered a reference and/or statement of their achievements. Also, ensure that their services are properly appreciated.

USEFUL CONTACTS

Lincolnshire County Council

Customer Service Centre
Customer_Services@lincolnshire.gov.uk
01522 782040

Community Engagement Team (Environment & Economy Directorate)
Room 125, County Offices, Newland, Lincoln
LN1 1YL
volunteers@lincolnshire.gov.uk

Volunteer Centres

Voluntary Centre Services (Lincoln)	**Lincolnshire CVS (South Holland)**
City Hall	Lincolnshire CVS
Beaumont Fee	C/o Tonic Health
Lincoln	6 Broadgate House,
LN1 1DF	Westlode Street,
info@vcslincoln.org.uk	Spalding
01522 551683	PE11 2AF
	enquiry@lincolnshirecvs.org.uk
	01205 510888 – choose option 2
Voluntary Centre Services (North Kesteven)	**Lincolnshire CVS (East Lindsey)**
The Old Mart	C/o East Lindsey District Council
Church Lane	Room 20
Sleaford	Teddar Hall
NG34 7DF	Manby Park
info@vcsnorthkesteven.org.uk	Louth
01529 308450	LN11 8UP
	enquiry@lincolnshirecvs.org.uk
	01205 510888 – choose option 4

13

Voluntary Centre Services (West Lindsey)	Lincolnshire CVS (South Kesteven)
The Guildhall Marshall's Yard Gainsborough Lincolnshire DN21 2NA info@vcswestlindsey.org.uk 01427 613470	Lincolnshire CVS Rooms 010 and 024 St Peter's Hill Grantham Lincs NG31 6PZ enquiry@lincolnshirecvs.org.uk 01205 510888 – choose option 3
Lincolnshire CVS (Boston)	
Lincolnshire CVS Room G8 Boston Borough Council Offices Municipal Buildings West Street Boston PE21 8QN enquiry@lincolnshirecvs.org.uk 01205 510888 choose option 1	

Useful Web Links

Association of Volunteer Managers - www.volunteermanagers.org.uk

Do-it – www.do-it.org

Institute for Volunteering Research - www.ivr.org.uk

NCVO (National Council for Voluntary Organisations) - www.ncvo.org.uk

Third Sector - www.thirdsector.co.uk

Volunteering England/NCVO - www.volunteering.org.uk

Vol Resource - www.volresource.org.uk

14

Welcome to
Lincolnshire County Council

A Guide for New Volunteers

Lincolnshire
COUNTY COUNCIL
Working for a better future

Welcome from the Chief Executive

To be included upon appointment

Contents

3

1.0   Introduction

1.1   This guide is designed to give you an insight into the way the Council works and how this could affect you. Hopefully, it will support you in carrying out your activities. Please note that this guidance should not be seen as legally binding, nor is it intended to create a contractual relationship with our volunteers. However, as a matter of respect and dignity, we believe that volunteers deserve to be treated fairly and inclusively wherever reasonable. If you have any queries, please contact your Volunteer Supervisor in the first instance.

2.0   Induction

2.1   Now the initial recruitment process is complete, there are a few things that need to be carried out before you can start your activity with us:

- If your activity requires a Disclosure and Barring Service (DBS) check you will need to complete the relevant paperwork and receive clearance before you can commence your activity. Your Volunteer Supervisor will make it clear if you require DBS clearance for your activity, This clearance is usually only required in certain circumstances and with particular groups (such as frequent contact with children or dealing with the personal affairs of adults).

- You will need to clarify your current health situation, and there is a very simple self-declaration Volunteer Health Form that your Volunteer Supervisor will complete with you. It is important to let us know if you do have any health issues – this will rarely stop you volunteering with us, however it does allow us to consider any reasonable adjustments we can carry out to make your activity easier. A very small number of volunteers may require a referral to our Occupational Health Provider.

- We will need to confirm your identity; this is regardless of whether or not you are undergoing a DBS check. You should show your Volunteer Supervisor an original document, such as a drivers licence or passport.

- You will need to sign and date the Volunteer Indemnity Form. It is crucial you sign this prior to commencing your activity, as this form indemnifies you against any potential claim. Put simply, this will provide you with all the insurance you need to volunteer with us (a separate check of driving documents will need to be carried out for any volunteer driving in the course of their activity).

- Finally we will need you to provide us with details of at least one referee. This is usually a previous employer or voluntary body, but it can be anybody in a position of trust such as a school teacher or police officer.

2.2   Your Volunteer Supervisor will then carry out an induction with you. This will ensure you're aware of site specific issues such as health and safety and where you can get a cup of tea!

4

3.0   During your activity

3.1   Expenses

3.1.1   You should not be 'out of pocket' through volunteering with us. Your Volunteer Supervisor will explain your entitlement to claim reasonable 'out of pocket' expenses during your induction, these expenses will be at reimbursed at 'actual' rates and will only be able to be repaid to you on production of receipts – please be sure to keep them. Expenses for mileage will be reimbursed at the current levels indicated by HMRC.

3.2   Training

3.2.1   To support you in your role volunteers need to be aware of the County Council's values and key policies and procedures. As part of our commitment to supporting volunteers we will provide you with a briefing in four essential areas: Health & Safety, Safeguarding, Information Governance and Equality & Diversity. We will ensure the information provided will be appropriate to your role (certain elements of need to be covered even at the most basic level)

3.2.2   Where there is a need for role specific training to enable you to carry out your activity, we will endeavour to provide this. We are only able to offer training directly relevant to your volunteering role and not as a reward or reimbursement for your activity. All our training is given freely and there is no requirement for you to stay with us for a specific length of time after receiving this training - although we hope you will stay with us for as long as you are able. If you believe you have a specific training need, please speak to your Volunteer Supervisor.

3.3   Supervision

3.3.1   You will always have a named 'Volunteer Supervisor' who will be your first point of contact whilst carrying out your activity. Your supervisor will oversee any activity

5

you carry out, as well as being on hand to deal with any queries or issues you may encounter during your time with us.

3.3.2 Your Volunteer Supervisor will arrange 'one-to-one' sessions with you as and when required. This is an informal opportunity to discuss your activity, pick up any latest news and make any suggestions.

3.3.3 You can refuse demands made of you if you consider them unrealistic, beyond the scope of your role or if you feel you do not have the appropriate skills to carry them out.

3.4   Attendance

3.4.1 As a volunteer, there is no obligation to attend your activity. However, your activity is very important to us and to service users and we will discuss with you at Induction the amount of time you are able to provide us with on a regular basis. If you are unable to attend for any reason, please try to let your Volunteer Supervisor know as soon as possible in order for us to try to maintain the service you provide.

3.5   Ending your activity

3.5.1 If you wish to end your volunteering activity with us, you can do so at any time. However, we would ask that you let us know as soon as possible of your intention to leave. This will make it easier for us to recruit a new volunteer if required.

3.5.2 Your volunteering activity may be considered as a time-limited project. In other words, it will be made clear if we expect your activity to finish by a particular date. If this is the case you will be alerted to this by your Volunteer Supervisor during your induction.

3.5.3 Unfortunately some volunteering opportunities may end without a great deal of warning. Where this happens we will try to inform you as soon as we are able, and certainly try to provide you with five days' notice.

3.5.4 When you finish your activity with us, you will be asked to return any items or equipment we have given you to carry out the activity, and we request that you do this as soon as possible.

3.5.5 We have a Volunteer Departure Feedback form that we would be grateful if you could complete. This form allows us to monitor our activities and make positive changes for future volunteers. Once completed, this form can be returned to your Volunteer Supervisor or their line manager. If you are unclear who to return the form to then return to volunteers@lincolnshire.gov.uk .

3.5.6 Volunteers who are leaving the organisation who have made a regular commitment to it will be offered an exit interview, a reference and/or a statement of your achievements.

6

4.0   Guidance on conduct

4.1   When carrying out your activity with us, we would ask you to behave appropriately. The Council has specific policies and procedures relating to paid staff that sets out their expected standard of behaviour and conduct. Although these policies and procedures may not always apply to you, it is important that you are aware of them and in principle act in a similar fashion. The following points highlight some of the key issues relevant to you.

4.2   Political Issues and Awareness for Volunteers

    4.2.1   The Council is a political body. We are led by the decisions of our elected councillors, who represent the electoral divisions in which we all live. As a consequence we must <u>all</u> be seen to be as <u>neutral and non-partisan</u> as we can be during our activities with the Council.

    4.2.2   Therefore you must not use your volunteering activity to further any political aims; to try to influence the Council's decision-making process, particularly in relation to your own activity or role (other than in an official consultation process); or use your position to influence elected members.

    4.2.3   The reputation of the Council is also important to maintain. We must be as transparent as we can be, therefore please do not accept personal gifts for personal use from members of the public for your activities.

4.3   Health and Safety

    4.3.1   Your Volunteer Supervisor will alert you to our Health and Safety policy and procedures. The Health and Safety at Work Act 1974 applies to staff, members of the public and volunteers. We all have an obligation to make our activity bases as

7

safe as possible. Please alert your supervisor if you feel there is any Health & Safety concern at your location.

4.3.2 Although some health and safety obligations may seem unnecessary, please remember that your safety is our number one priority, and our staff take their duty of care towards you seriously and act to ensure you are not in a position of danger.

4.3.3 Please be sure to dress appropriately for your activity, this includes the use of any protective equipment you may have been issued with.

4.4 Equality and Diversity

4.4.1 Lincolnshire County Council welcomes people from all sections of the community regardless of race, gender, disability, age, nationality, sexual orientation or religious belief. Please be respectful to all our service users, staff, and other volunteers.

4.5 Use of Information Technology

4.5.1 The majority of volunteers will not require access to any of the Council's computer systems. However, if IT access is required as a part of your role, this will be made clear during your induction. You are more than welcome to make use of the public IT facilities in our libraries and other areas.

4.6 Alcohol & Drugs

4.6.1 Unless permission has been granted for a specific purpose, you should not consume alcohol on Council property. You should also ensure that you are fit to carry out your activity at all times; this is especially important if you are operating industrial machinery or driving. If in doubt it is always better to make your Volunteer Supervisor aware of any concerns you may have.

4.7 Confidentiality & Media

4.7.1 During the course of your activity you may become aware of confidential matters relating to staff, other volunteers or members of the public. We ask that you respect the confidentiality of all information and do not disclose this information to third parties. Your Volunteer Supervisor will advise you on the legislation relating to the Data Protection and Freedom of Information Acts.

4.7.2 Please do not make statements or comments to the media on behalf of the Council. We have a dedicated team responsible for all communications. If you are interested in speaking to the media (for example – to promote a volunteer project) please liaise with your Volunteer Supervisor.

8

5.0   Safeguarding

5.1   We have a duty to protect the most vulnerable in our community and to ensure the safety and wellbeing of all who use our services. If, in the course of your activity, you become concerned about the wellbeing of any service user, you should alert your Volunteer Supervisor or another member of staff immediately.

5.2   All staff within the Council are trained to deal with these situations and will be able to help. Please do not try and resolve any situation yourself as, even with the best of intentions, you may make yourself vulnerable to allegations of impropriety.

5.3   Some of our volunteers who come into regular contact with vulnerable service users (such as children and adults who require personal care) will be asked to undertake a DBS check. . If your activity requires a DBS check, you will be informed by your Volunteer Supervisor at the earliest opportunity. Please do not be alarmed at being asked to undertake this check; it is not a reflection of criminality on your part, as these checks are always applied to the *activity* rather than the individual. Any costs associated with the DBS check would usually be met by the Council.

5.4   If required, you will be asked to complete the DBS form which will ask for a variety of information including:
   - Current and some previous addresses
   - Gender
   - Date of birth
   - Details of current convictions
   - Documents confirming your identity

5.5   Please be honest in disclosing previous convictions, as a previous offence does not automatically bar you from volunteering with us. However, withholding information may raise questions.

5.6   The DBS team will then carry out the relevant checks and will make you aware of the outcome. As of 2013 DBS certificates (i.e. the outcome of your check) will only be sent to the applicant (you), although LCC will be informed of whether or not a certificate is 'clear'. You should show your certificate to your Volunteer Supervisor at the earliest opportunity.

9

5.7   Your details, and findings of the check, will be kept completely confidential. The Home Office has very strict guidelines on the holding of such sensitive information; and we are fully compliant with this.

6.0   Complaints

6.1   Complaints by and regarding volunteers are, thankfully very rare. However, from time to time problems can occur and it is only wise that we have a system on how to deal with them. It is in all of our interests to resolve complaints as quickly and fairly as possible.

6.2   If you have an informal complaint, please speak with your Volunteer Supervisor in the first instance. Both of you should try and agree a plan and timescale for resolving the complaint. If you are uncomfortable in speaking with your Volunteer Supervisor, then you should request to speak to their line manager.

6.3   If you formally wish to raise a complaint, then you should follow the *Problem Solving Procedure for Volunteers – Complaints by Volunteers* document (see Appendix A).

6.4   If a complaint is made about you, your Volunteer Supervisor will follow the *Problem Solving Procedure for Volunteers – Complaints about Volunteers* (see Appendix B). You may be called to an informal meeting with your Volunteer Supervisor who may be accompanied by their line manager.

6.4.1   During this meeting you will likely discuss any resolution that may be possible and a timescale for implementing any changes. The issue will usually be resolved at this point and no further action will need to be taken. However, occasionally, additional action may need to be taken that could include training or moving to a different activity. In some circumstances it may be necessary to ask you to stop your activity, i.e. if frequent 'no shows' mean we cannot rely on you.

6.5   In the, extremely unlikely, event of a serious incident such as physical violence or discriminatory behaviour you will be asked to stop your activity immediately. Your Volunteer Supervisor will explain why this has happened and point out why your behaviour was unreasonable. In this instance you may be asked to leave with immediate effect.

7.0   Conclusion

7.1   We all hope that your time spent volunteering with us will be enjoyable. Our volunteers tell us that they take many positives from their activities and we hope you will as well. Your time is very much valued by all of us at the Council and we thank you for being a part of our services. Please enjoy your experience and do not hesitate to contact your Volunteer Supervisor for support.

10

11

APPENDIX A

<div align="center">

**Problem Solving Procedure for Volunteers –
When you have a complaint to make**

</div>

Complaints are, thankfully, very rare but from time to time problems or issues may occur. This guidance is designed to allow volunteers to raise problems or concerns they have about their activity or the place they carry out that activity. The aim of this guidance is to ensure a fair and effective system that allows volunteers to have their complaints dealt with as quickly and fairly as possible.

What is a volunteer complaint?

A volunteer complaint is anything that causes you undue upset or distress as a result of your activity. Everybody from paid staff to volunteers will sometimes have problems with their activity that they wish to resolve. Issues that may cause a complaint include:
- Health and Safety
- Misunderstandings with staff
- Misunderstandings with other volunteers
- Bullying/Harassment
- Changes to the arrangements around your activity

Reasonable Expectations

Volunteers
All volunteers have the right to raise any issues, problems or concerns they may have and to have them dealt with as per this guidance. It is highly recommended that the complaint is dealt with as informally as possible in the first instance, and, volunteers are encouraged to discuss any complaint with their Volunteer Supervisor first. If this is not possible they should ask to speak to their Volunteer Supervisor's line manager.

Volunteer Supervisor
Your supervisor is responsible for making sure you are aware of the procedures LCC has for working with volunteers. Your supervisor should be fair and consistent to all volunteers. They should also be responsible for making sure all volunteers are supported in their activities.

What to do if you need to make a complaint

Any complaint you raise will be dealt with in strict confidence and any records kept will be held according to LCC confidentiality policies

It is in everyone's interest that complaints are dealt with at local level and as informally as possible.

Stage 1: Verbal complaint

Initial complaints, whether concerning a member of staff, the Lincolnshire County Council or another volunteer, should first be discussed informally. Many issues can be solved this way.

Complaints should be raised with your Volunteer Supervisor. If the complaint concerns your Volunteer Supervisor then you should talk to their line manager. If you're unsure as to who this person is please email volunteers@lincolnshire.gov.uk or ring 01522 782060.

The Volunteer Supervisor (or their manager) will attempt to address your complaint informally and reach a resolution that is acceptable to everyone.

Stage 2: Written complaint

If you are not satisfied with the outcome of the verbal complaint, you should make a formal complaint in writing.

You should follow the council's corporate complaints process that is available on the Council's public website. There are several ways your complaint can be captured:
  - Online at www.lincolnshire.gov.uk/feedbackform
  - By phone on 01522 782060 or fax 01522 516137
  - By post to Lincolnshire County Council, Corporate Feedback, PO BOX 841, Lincoln, LN1 1ZE.

The appropriate service manager will deal with the complaint and a full or interim response will be sent within 10 working days.

All complaints should be raised within 3 months of the incident, or within 3 months of the volunteer being aware of the incident.

Stage 3: Opportunity to appeal

If your complaint is unresolved you have the right to appeal. All appeals will be heard initially by a senior manager, and if required by the relevant Head of Service.

If you wish to appeal about the resolution of your complaint you should write to the Head of Service within 7 days from the date of receipt of the initial response to your complaint.

The Head of Service will endeavour to respond to you within 20 working days of receipt of the letter. Please be advised that any decision by the Head of Service will be final and no further appeal will be heard.

**Problem Solving Procedure for Volunteers –
When someone makes a complaint about you**

Complaints regarding volunteers are thankfully very rare. However, like grievances, there are occasions where problems may arise. Volunteers are not paid staff and are not bound by the Code of Conduct in the LCC Employment Manual. Despite this a certain standard of behaviour is expected of volunteers. Should a complaint be made about you this guidance outlines your expectations and how any complaint will be resolved.

Reasonable Expectations

Volunteers
Volunteers should comply with relevant LCC policies and procedures. Your supervisor will make you aware of any expectations during your induction. Complaints should be resolved openly, fairly and quickly and you should be kept informed at every step of the procedure.

Volunteer Supervisor
Your supervisor is responsible for making sure you are aware of all the expectations that are in place for your activity. Volunteer supervisor is also responsible for ensuring that all issues regarding volunteers are dealt with fairly and consistently.

What is a Problem Matter for Volunteers?

A problem matter would arise for volunteers when reasonable standards of behaviour fail to be met. The list below gives you some idea of what would be considered 'unreasonable' (although the list is not exhaustive).
- Physical violence
- Racism, sexism, homophobia or religious bigotry/sectarianism
- Bullying (of staff or volunteers)
- Disrespect of staff, other volunteers or service users. This includes the use of foul or abusive language
- Theft (of any kind, either from service users or from Council property)
- Behaviour likely to bring the Council into disrepute (such as negative comments to the media)
- Frequent, unexplained, 'no shows' for an activity
- Misuse of drugs or alcohol whilst carrying out volunteering activity
- Damage to Council property
- Disregard for Health and Safety

What should happen if someone complains about you?

Stage 1: verbal discussion
Many complaints will be able to be dealt with informally. Where this is the case you will be asked to meet with your volunteer supervisor to discuss the issue and to agree on a course of action to rectify the situation. If you feel any decision made or actions you

are asked to carry out are unreasonable you have the right to make an appeal, details of how to do this follow later.

Where a serious issue has taken place you may be called to a meeting with your Volunteer Supervisor and their immediate manager. During this meeting you will be asked to discuss the issue and to explain any unreasonable behaviour. The meeting will look at ways to resolve any issues; this could include signposting to a different activity or possibly training (if relevant to your role).

You should note that complaints should not be made anonymously. Everyone should have the right to know what they have been accused of and by whom so that they are able to offer their side of the story. All complaints are treated confidentially, and will only be discussed amongst those who are directly involved in trying to resolve the issue.

You should be given the option to be accompanied to the meeting by a nominated person of your choice.

Stage 2: Written warning
In the unlikely event that the issue is not resolved by the verbal discussion, where appropriate, you may be issued with a written warning outlining the reason for the complaint.

You should be given the opportunity to state your case formally to your Volunteer Supervisor. Meetings should take place in a confidential place and you should be allowed to be accompanied to any meetings by a person of your choice.

Depending on the nature of the complaint, further objectives could be set or help offered. If no resolution can be found it may be necessary to stop your role in the activity. Again, you have the right to appeal any decision made if you do not agree with it.

Stage 3: Opportunity to appeal
As discussed above you have the right to appeal any decision made that you are unhappy with, this includes if your participation has been immediately ended.

Any appeal should be made in writing within 7 days of any decision being made. All appeals will be heard by the relevant Head of Service.

The Head of Service will review your appeal and will seek information from other parties, including your Volunteer Supervisor and other volunteers/staff. The Head of Service will endeavour to respond to your appeal within 20 working days. Please be advised that the decision of the Head of Service is final.

Exceptions
In some cases volunteers may need to be asked to stop volunteering immediately while the matter is explored. For example, if a volunteer is accused of harassment, theft, or violent or racist behaviour.

The decision to ask a volunteer to stop volunteering should be confirmed with you in writing. In some cases, legal proceedings may need to be concluded before the next step of the problem solving procedure can take place.
If your part in a volunteering activity is ended there is no 'notice' period to serve.

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Lincolnshire
COUNTY COUNCIL
Working for a better future

Policy and Scrutiny

Open Report on behalf of Keith Ireland, Chief Executive

Report to:	**Public Protection and Communities Scrutiny Committee**
Date:	**11 December 2018**
Subject:	**Road Safety Partnership Annual Report**

Summary:
This report seeks to provide committee members with an update on fatal, and killed and serious injury (KSI) casualty figures for Lincolnshire. Further, it provides data on trends, comparisons and areas of priority.

Actions Required:
Members of the Public Protection and Communities Scrutiny Committee are invited to:
1) Consider and comment on the report and highlight any recommendations or further actions required.
2) Seek assurance on the work being undertaken by the Road Safety Partnership to reduce the number of people killed and injured on county roads

1.   Overview:

In 2017, 49 people were killed and 517 people were seriously injured. This represents a decrease in fatal injuries from 2016 where 59 people were killed but an increase on the 382 people reported as seriously injured in 2016.

2.   Lincolnshire:

Lincolnshire is a large, predominantly rural county with a population of 751,171 inhabitants (Office of National Statistics (ONS - 2017 mid-year estimate) and is the fourth largest county in England, covering over 5,900 km2.

As a consequence of the size of the county, the highway network is extensive totalling around 8893 km, making it the 5th longest of highway authority nationally.

Traditionally the economy of the County has been based around agriculture, manufacturing and tourism, particularly along the east coast. This is significant as it introduces a range of different road users (e.g. HGV's, caravans, and motorcycles) to Lincolnshire who can be unfamiliar with the county and leads to seasonal fluctuations in traffic flow.

Further, a high number of people migrating to Lincolnshire are of retirement age or above. The proportion of the population over 65 years old is 23.2% compared with a national average of 18.2% (ONS, 2017 – mid-year estimate).

3. Data Analysis:

In the following analysis
KSI = Killed or Seriously Injured

Unless otherwise stated Lincolnshire casualty data is provided from Stats19. Unless otherwise stated all regional and national comparison data is provided from [Department for Transport: Reported road casualties Great Britain, annual report: 2017](#)

Lincolnshire Road Safety Partnership Rolling Performance Dashboard - 2018

2018 KSI Target 387	1st Jan 2018 to 31th Oct 18	1st Jan 2017 to 31th Oct 17	% Change on Previous Year	MALE FEMALE	West Lindsey DC	East Lindsey	Lincoln City	North Kesteven DC	South Kesteven DC	South Holland DC	Boston BC	District Distribution	URBAN RURAL
KSI Casualties	419	474	-11.6%		66 15.8%	79 18.9%	36 8.6%	68 16.2%	82 19.6%	41 9.8%	47 11.2%		
Car & Taxi KSI Casualties	234	258	-9.3%		36 15.4%	46 19.7%	18 7.7%	44 18.8%	42 17.9%	17 7.3%	31 13.2%		
TWMV KSI Casualties	72	83	-13.3%		17 23.6%	10 13.9%	4 5.6%	9 12.5%	19 26.4%	10 13.9%	3 4.2%		
Low Powered TWMV (upto 125cc) KSI Casulties	4	11	-63.6%		1 25.0%	0 0.0%	0 0.0%	0 0.0%	2 50.0%	1 25.0%	0 0.0%		
High Powered TWMV (over 125cc) KSI Casualties	7	36	-80.6%		1 14.3%	2 28.6%	0 0.0%	2 28.6%	0 0.0%	1 14.3%	1 14.3%		
Pedestrians KSI Casualties	47	63	-25.4%		3 6.4%	8 17.0%	7 14.9%	6 12.8%	6 12.8%	8 17.0%	9 19.1%		
Pedal Cyclist KSI Casualties	32	39	-17.9%		7 21.9%	6 18.8%	6 18.8%	3 9.4%	4 12.5%	4 12.5%	2 6.3%		
Child (0-15) KSI Casualties	24	26	-7.7%		1 4.2%	4 16.7%	3 12.5%	3 12.5%	7 29.2%	1 4.2%	5 20.8%		
KSI Collisions Involving a 17-24 year old Driver	93	104	-10.6%		16 17.2%	20 21.5%	6 6.5%	15 16.1%	17 18.3%	10 10.8%	9 9.7%		
KSI Collisions Involving a 60+ year old Driver	96	115	-16.5%		15 15.6%	17 17.7%	10 10.4%	13 13.5%	20 20.8%	10 10.4%	11 11.5%		
Slight Casualties	1632	1644	-0.7%		268 16.4%	354 21.7%	182 11.2%	223 13.7%	240 14.7%	199 12.2%	166 10.2%		

Table 1 – 2018 Overview

The number of people killed on Lincolnshire's roads in 2016 was higher than 2015 but has reduced in 2017. KSI casualties for 2017 greatly exceeded the number in 2016 and 2015.

Table 2- Casualty Figures

Year	2012	2013	2014	2015	2016	2017
Fatal	39	36	42	39	59	49
Serious	387	379	356	280	382	517
KSI	426	415	398	319	441	566
KSI Target	447	437	427	417	407	397

Figure 1- Fatal Casualties and KSI
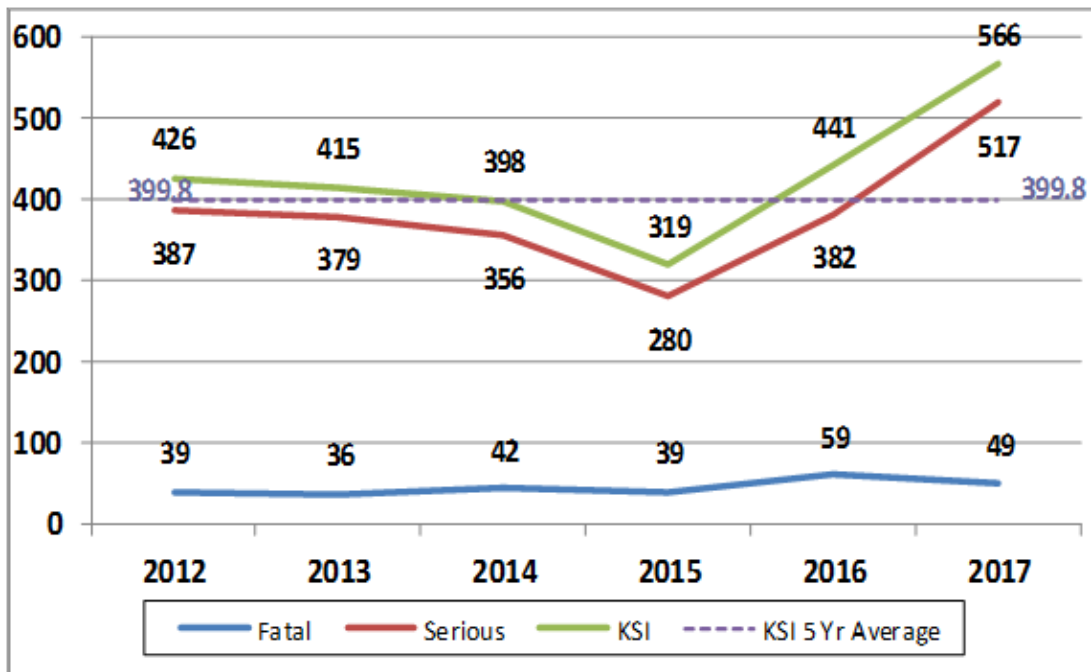
Figure 2 & 3- The following graphs provide an overview of KSI and fatal trends and comparisons to similar counties and the national average:

2017 % Change in KSI Casualties
2012-16 Average

County	% Change
Cheshire	-25.1%
Northamptonshire	-15.6%
Derbyshire	-13.2%
Leicestershire	-11.9%
North Yorkshire	-5.5%
Nottinghamshire	-4.8%
Northumberland	5.6%
Suffolk	5.7%
Herefordshire	7.8%
National	8.7%
Norfolk	9.2%
Warwickshire	10.1%
Cornwall	21.9%
Worcestershire	23.4%
Devon	26.0%
Shropshire	27.2%
Gloucestershire	28.3%
Lincolnshire	41.6%
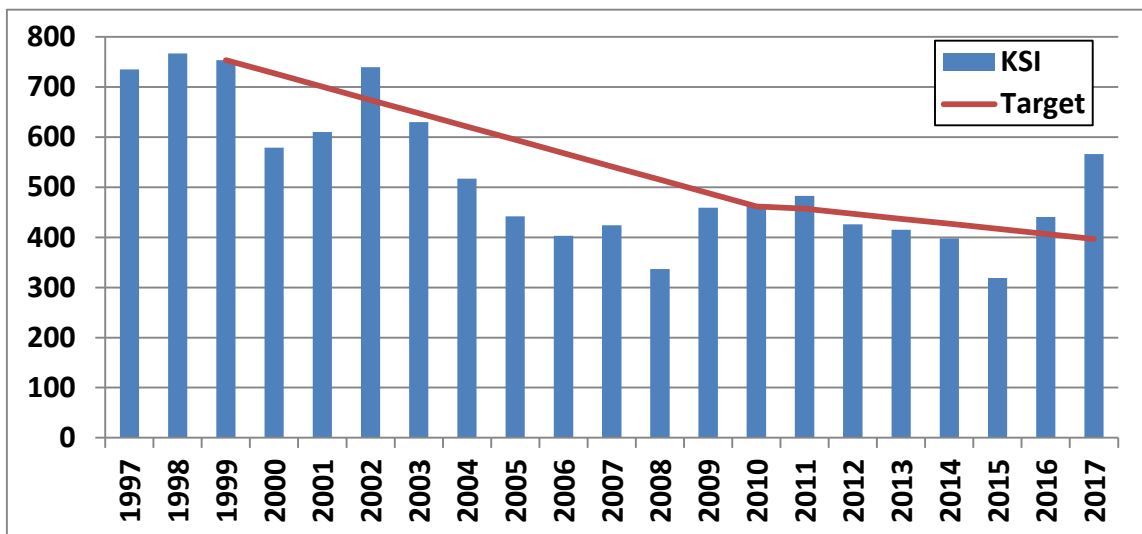
Table 3 – KSI Analysis

2017 KSI Target 397	1st Jan 2017 to 31st Dec 17	1st Jan 2016 to 31st Dec16	% Change on Previous Year	MALE FEMALE	West Lindsey DC	East Lindsey	Lincoln City	North Kesteven DC	South Kesteven DC	South Holland DC	Boston BC	District Distribution	URBAN RURAL
KSI Casualties	567	441	28.6%		102 18.0%	135 23.8%	49 8.6%	77 13.6%	83 14.6%	74 13.1%	47 8.3%		

KSI collisions are more likely to occur in rural areas and casualties are more likely to be male. Collisions are distributed throughout the county with the highest percentage in East Lindsey.

Table 4 below, provides an overview of KSI casualties by road user groups.

Lincolnshire Road Safety Partnership Rolling Performance Dashboard - 2017

2017 KSI Target 397	1st Jan 2017 to 31st Dec 17	1st Jan 2016 to 31st Dec16	% Change on Previous Year	MALE FEMALE	West Lindsey DC	East Lindsey	Lincoln City	North Kesteven DC	South Kesteven DC	South Holland DC	Boston BC	District Distribution	URBAN RURAL
KSI Casualties	567	441	28.6%		102 18.0%	135 23.8%	49 8.6%	77 13.6%	83 14.6%	74 13.1%	47 8.3%		
Car & Taxi KSI Casualties	347	231	50.2%		53 15.3%	80 23.1%	18 5.2%	48 13.8%	83 23.9%	45 13.0%	20 5.8%		
TWMV KSI Casualties	48	66	-27.3%		9 18.8%	16 33.3%	3 6.3%	9 18.8%	4 8.3%	4 8.3%	3 6.3%		
Low Powered TWMV (upto 125cc) KSI Casulties	11	28	-60.7%		0 0.0%	2 18.2%	1 9.1%	3 27.3%	2 18.2%	2 18.2%	1 9.1%		
High Powered TWMV (over 125cc) KSI Casualties	37	38	-2.6%		9 24.3%	14 37.8%	2 5.4%	6 16.2%	2 5.4%	2 5.4%	2 5.4%		
Pedestrians KSI Casualties	75	60	25.0%		8 10.7%	15 20.0%	15 20.0%	7 9.3%	7 9.3%	12 16.0%	11 14.7%		
Pedal Cyclist KSI Casualties	45	38	18.4%		11 24.4%	6 13.3%	7 15.6%	5 11.1%	5 11.1%	5 11.1%	6 13.3%		
Child (0-15) KSI Casualties	30	26	15.4%		6 20.0%	10 33.3%	3 10.0%	1 3.3%	5 16.7%	3 10.0%	2 6.7%		
KSI Collisions Involving a 17-24 year old Driver	131	107	22.4%		24 18.3%	29 22.1%	14 10.7%	17 13.0%	20 15.3%	16 12.2%	11 8.4%		
KSI Collisions Involving a 60+ year old Driver	142	104	36.5%		21 14.8%	34 23.9%	13 9.2%	21 14.8%	19 13.4%	17 12.0%	17 12.0%		
Slight Casualties	2009	2296	-12.5%		339 16.9%	463 23.0%	241 12.0%	304 15.1%	287 14.3%	220 11.0%	155 7.7%		

The increase in KSI casualties has occurred across most road user groups with the exception of two wheeled motor vehicles (TWMV). Numerically, the largest increase can be seen in the car and taxi user group.

There were 287 less recorded slight injuries in the period above.

Part of the increase in serious collisions may be attributed to the reporting mechanisms employed by Lincolnshire Police. The use of mobile data terminals (similar to the CRASH system), replacing paper collision booklets has meant that a higher pr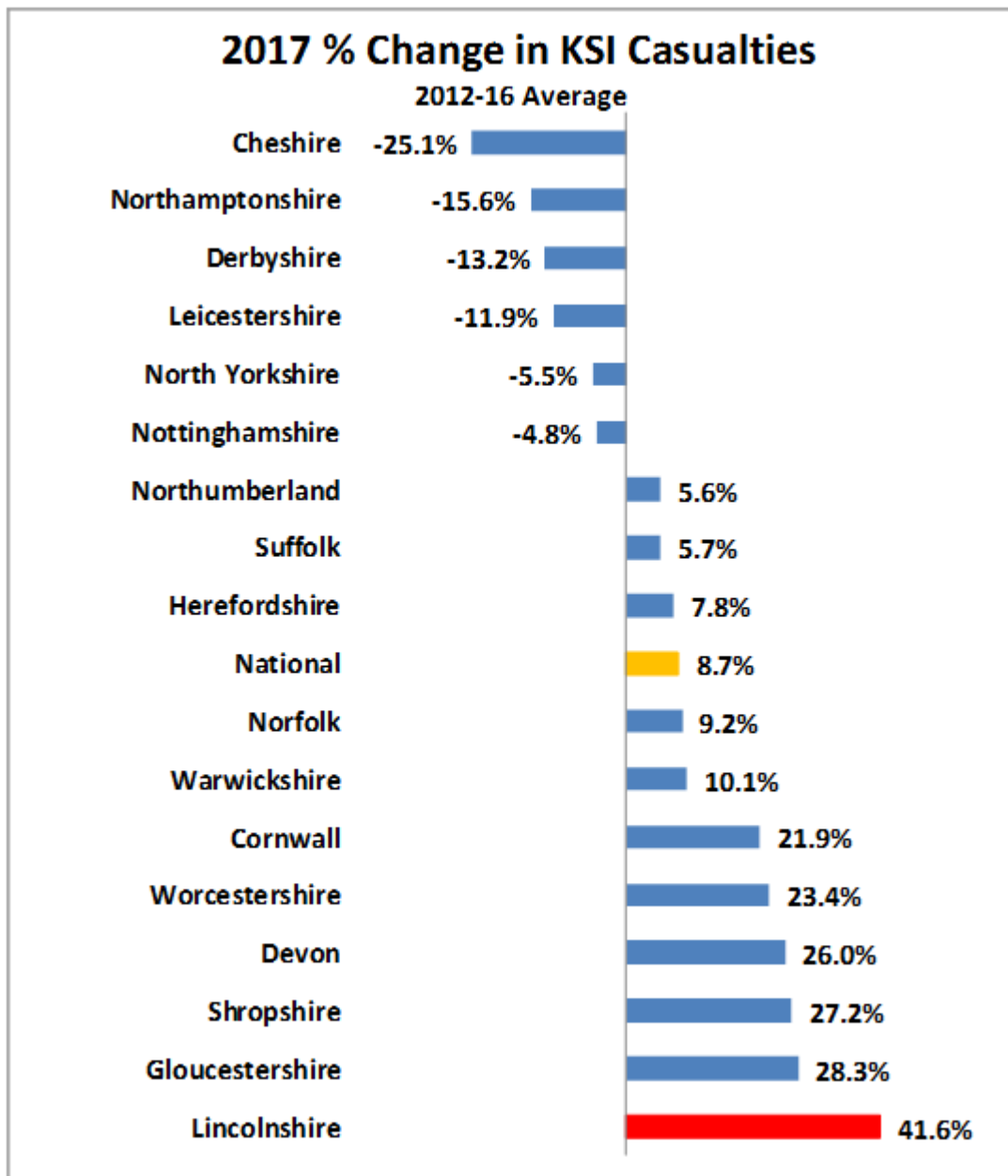oportion of collisions are reported in the serious category. This means that statistical accuracy has improved, however it makes a like for like comparison with previous years more difficult. LRSP are currently researching the full impact.

'New evidence from the Department for Transport (DfT) suggests forces using the Collision Recording and Sharing (CRASH) system are recording ten to 15 per cent more serious injuries than their colleagues. The DfT has ruled out officer error as an explanation for this discrepancy and suggests CRASH forces are providing a more accurate picture than those using older systems.

The Government now plans to research this effect and will publish its findings later in the year – including back-estimates of how past injury data could have differed if forces were using systems like CRASH.'

http://www.policeprofessional.com 3rd February 2017

4. 2017 Fatal Collison Analysis:

Figure 4 - Gender Distribution:
There were 49 fatal casualties in 2017,
80 % of those are male and 20% are female
In 2016, 83 % were male and 17% were female.
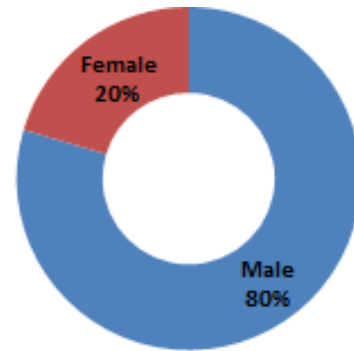
Figure 5 & Table 5 - Age Distribution:
20% of the fatal casualties in 2017 are young adults aged 17-24 and 22% are mature adults aged 60+, accounting together for 44% of the total. In 2016 this was 60% of the total.
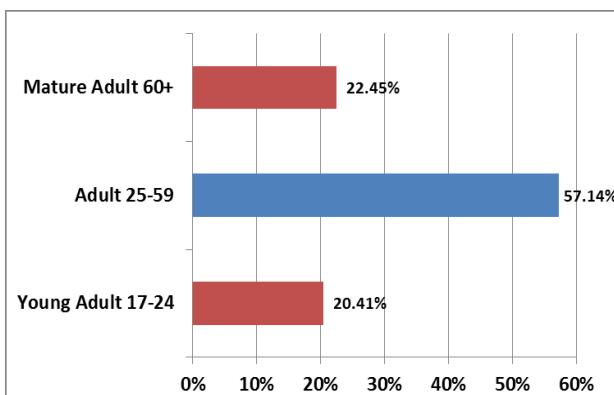
Age	2017	5 Yrs Avg
Child 0-16	0	1.4
Young Adult 17-24	10	8.6
Adult 25-59	28	17.2
Mature Adult 60+	11	15.6
Fatal Casualties Total	49	42.8

Figure 6 – Age Distribution Graph 2012 – 2017

Page 58
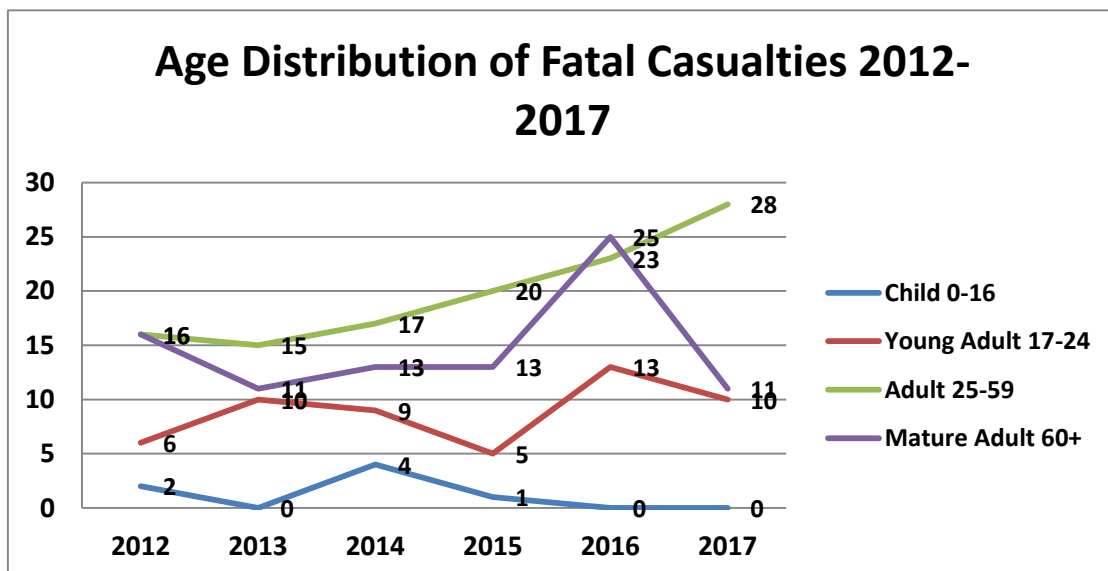
Figure 7 - Time of the day

In 2016 the majority of the fatal casualties happened during 9-12am, 1-4pm and 5-7pm, which are key rush hours or commuting times and can be expected. However, in 2017 the number of fatal collisions occurring in the morning has decreased and there is no longer a peak between 10.00 and 10.59.

Time of Day of Fatal Collisions 2017

Time	Count
00:00 - 00:59	1
01:00 - 01:59	1
02:00 - 02:59	0
03:00 - 03:59	1
04:00 - 04:59	1
05:00 - 05:59	2
06:00 - 06:59	1
07:00 - 07:59	1
08:00 - 08:59	2
09:00 - 09:59	0
10:00 - 10:59	2
11:00 - 11:59	1
12:00 - 12:59	1
13:00 - 13:59	4
14:00 - 14:59	4
15:00 - 15:59	1
16:00 - 16:59	4
17:00 - 17:59	5
18:00 - 18:59	2
19:00 - 19:59	2
20:00 - 20:59	5
21:00 - 21:59	3
22:00 - 22:59	0
23:00 - 23:59	1
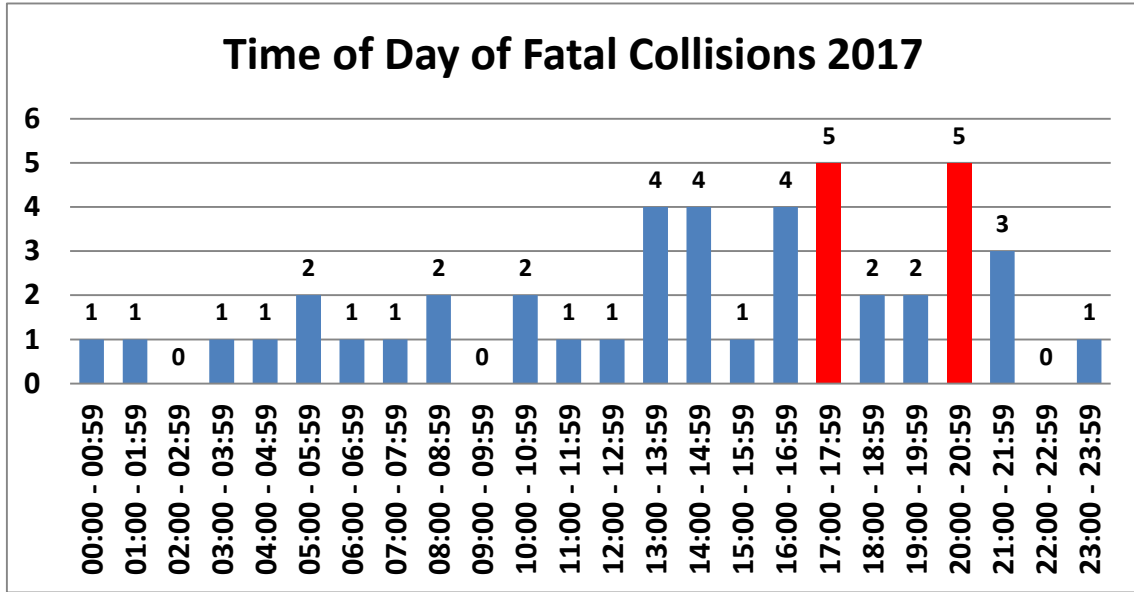
Figure 8 - Causality Class:

Drivers account for the majority of fatal casualties in 2017 with 75%, an increase from 68% in 2016.

Casualty Class - Fatalities 2017

Casualty Class	Count
Pedestrian	6
Veh Passenger	6
Driver/Rider	37
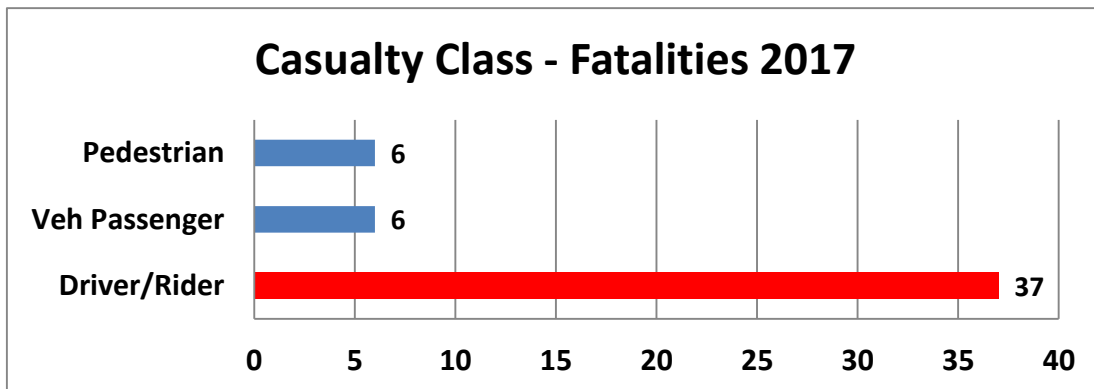
Figure 9 - Weather:

The majority of fatal collisions happened in fine weather without high winds (76%).

Fatal Casualty Class vs. Weather Conditions 2017

(Legend: Pedestrian, Veh Passenger, Driver)

Weather Condition	Pedestrian	Veh Passenger	Driver
Unknown	1		2
Other			1
Fog or Mist if a hazard			
Snowing With High Winds			
Raining With High Winds			
Fine With High Winds			1
Snowing (Without High Wind)			1
Raining (Without High Wind)		1	5
Fine (Without High Wind)	5	5	27
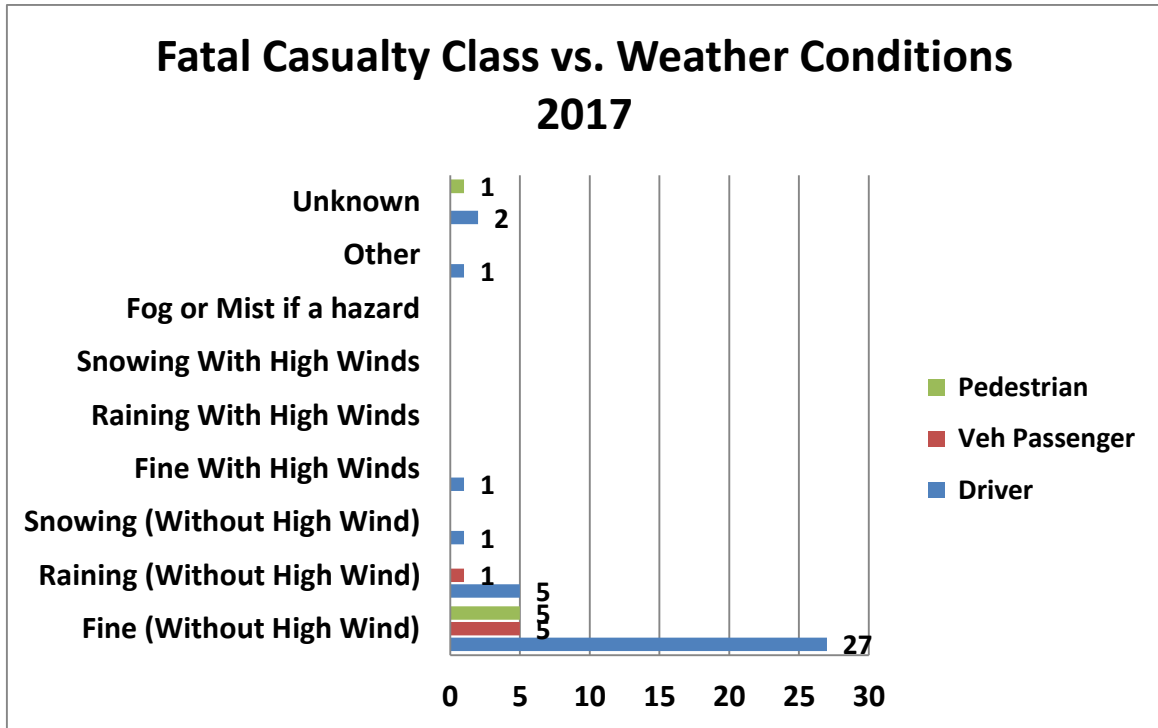
Figure 10 - Causality Vehicle Type:

STATS 19 data show that the County has a disproportionately high number of motorcycle collisions. Motorcycle riders represent approximately 1% of traffic but in 2017 22% of all fatal collisions. However, this has reduced form 30% in 2016.

% Vehicle type of Fatal Casualties 2017
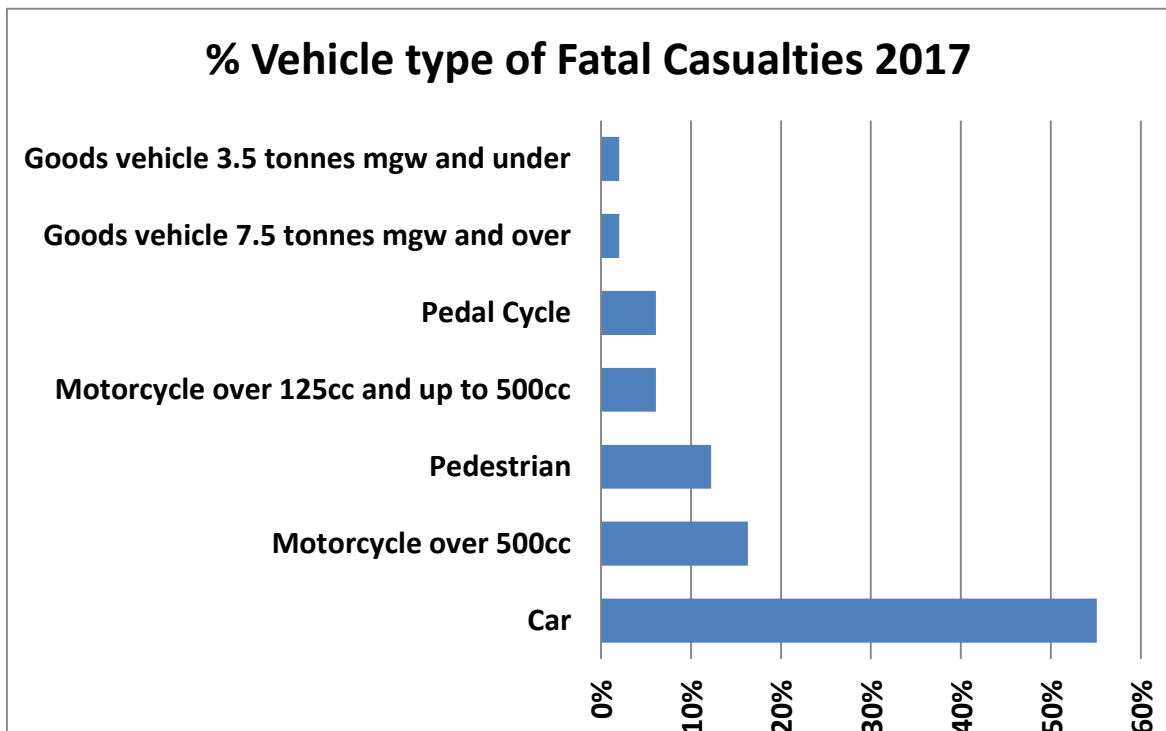
Table 6 – Motorcycle/Mobility Scooter Fatalities

Year	Motorcycle 50cc & under	Motorcycle over 50cc under 125cc	Motorcycle over 125cc under 500cc	Motorcycle over 500cc	Motorcycle unknown cc	Mob Scooter
2017	0	0	3	8	1	0
5 Yrs Avg	0.6	1.2	1.4	7.6	0	1

Table 7 - Contributory Factors:

Contributory Factor		Total
405	Failed to look properly	13
403	Poor turn or manoeuvre	9
306	Exceeding speed limit	7
406	Failed to judge other persons path or speed	7
410	Loss of control	7
602	Careless, reckless or in a hurry	6
501	Impaired by alcohol	5
409	Swerved	5
509	Distraction in vehicle	4
502	Impaired by drugs (illicit or medicinal)	4
601	Aggressive driving	2
503	Fatigue	2
505	Illness or disability, mental or physical	2
605	Learner or inexperienced driver/rider	2
408	Sudden braking	2
810	Disability or illness, mental or physical	1
302	Disobeyed Give Way or Stop sign or markings	1
510	Distraction outside vehicle	1
508	Driver using mobile phone	1
308	Following too close	1
606	Inexperience of driving on the left	1
603	Nervous, uncertain or panic	1
506	Not displaying lights at night or poor visibility	1
999	Other - To be specified	1
809	Pedestrian wearing dark clothing at night	1
101	Poor or defective road surface	1
707	Rain, sleet, snow or fog	1
103	Slippery road (due to weather)	1
201	Tyres illegal, defective or under-inflated	1
Total	Total	91

Table 8 - Contributory Factors by Road User Group:

Group	Contributory Factor	Description
17-24 yrs old	602	Careless, reckless in a hurry
	410	Loss of control
	403	Poor turn or manoeuvre
	605	Learner or inexperienced driver/rider
	405	Failed to look properly- driver
Motorcyclists over 500cc	405	Failed to look properly
	403	Poor turn or manoeuvre
	306	Exceeding speed limit
	410	Loss of control
	406/ 602	Failed to judge other person path or speed/ Careless, reckless in a hurry
Motorcyclists over 50cc up to 125cc	410	Loss of control
	403	Poor turn or manoeuvre
	306	Exceeding speed limit
	308	Following too close
	605	Learner or inexperienced driver/rider
Mature Adult 60+	403	Poor turn or manoeuvre
	406	Failed to judge other person's path or speed-driver

Table 9 - Road Type:

80% of fatal collisions happened on A and B Class roads; an increase from 72% in 2016.

Road Type	Fatal Collisions	%
A Class road	32	71.11%
B Class road	4	8.89%
C Class road	5	11.11%
D Class road	4	8.89%
Total	45	

KSI Analysis – By User Group

Figure 11 - KSI Casualty Comparison

Figure 12 – 2016 KSI Casualties per 100k

2017 KSI Casualties per 100k

Page 63

Table 10 – KSI District Trends

2017 KSI Target 397	1st Jan 2017 to 31st Dec 17	1st Jan 2016 to 31st Dec16	% Change on Previous Year	MALE FEMALE	West Lindsey DC	East Lindsey	Lincoln City	North Kesteven DC	South Kesteven DC	South Holland DC	Boston BC	District Distribution	URBAN RURAL
KSI Casualties	567	441	28.6%		102 18.0%	135 23.8%	49 8.6%	77 13.6%	83 14.6%	74 13.1%	47 8.3%		

Figure 13 - Two Wheel Motor Vehicles (TWMV)
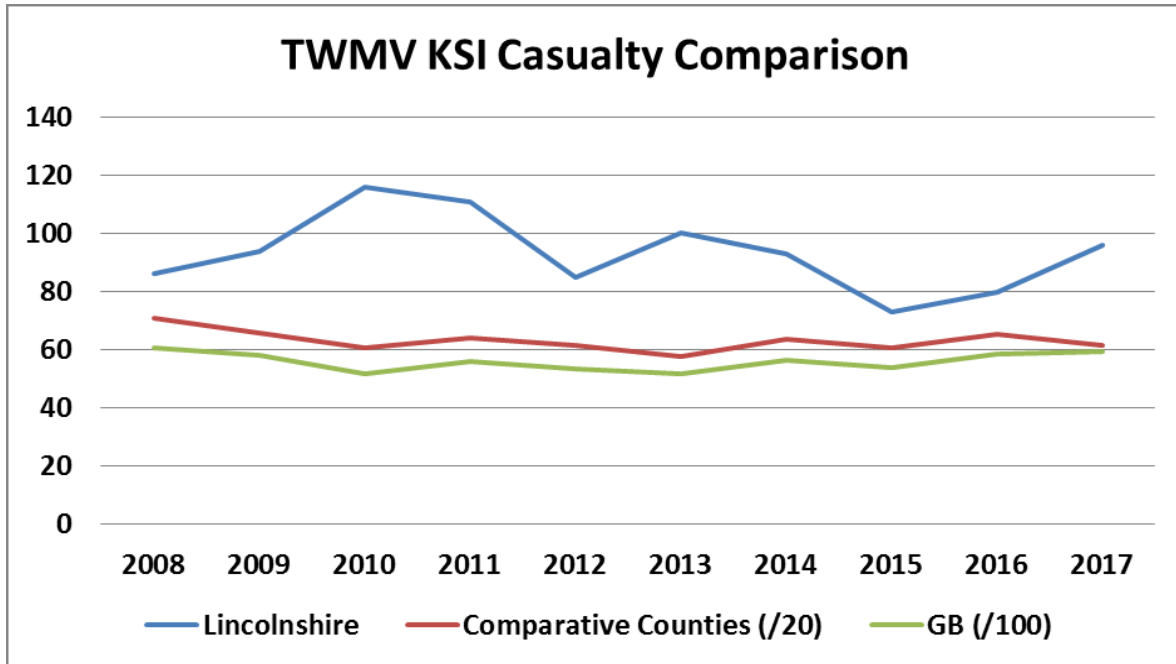
Figure 14 – 2016 TWMV KSI Casualties per 100k

Table11 - TWMV District Trends

2017 KSI Target 397	1st Jan 2017 to 31st Dec 17	1st Jan 2016 to 31st Dec16	% Change on Previous Year	MALE FEMALE	West Lindsey DC	East Lindsey	Lincoln City	North Kesteven DC	South Kesteven DC	South Holland DC	Boston BC	District Distribution	URBAN RURAL
TWMV KSI Casualties	96	80	20.0%		17 17.7%	27 28.1%	8 8.3%	15 15.6%	14 14.6%	8 8.3%	7 7.3%		

Figure 15 - Pedal Cycle KSI Causalities Comparison
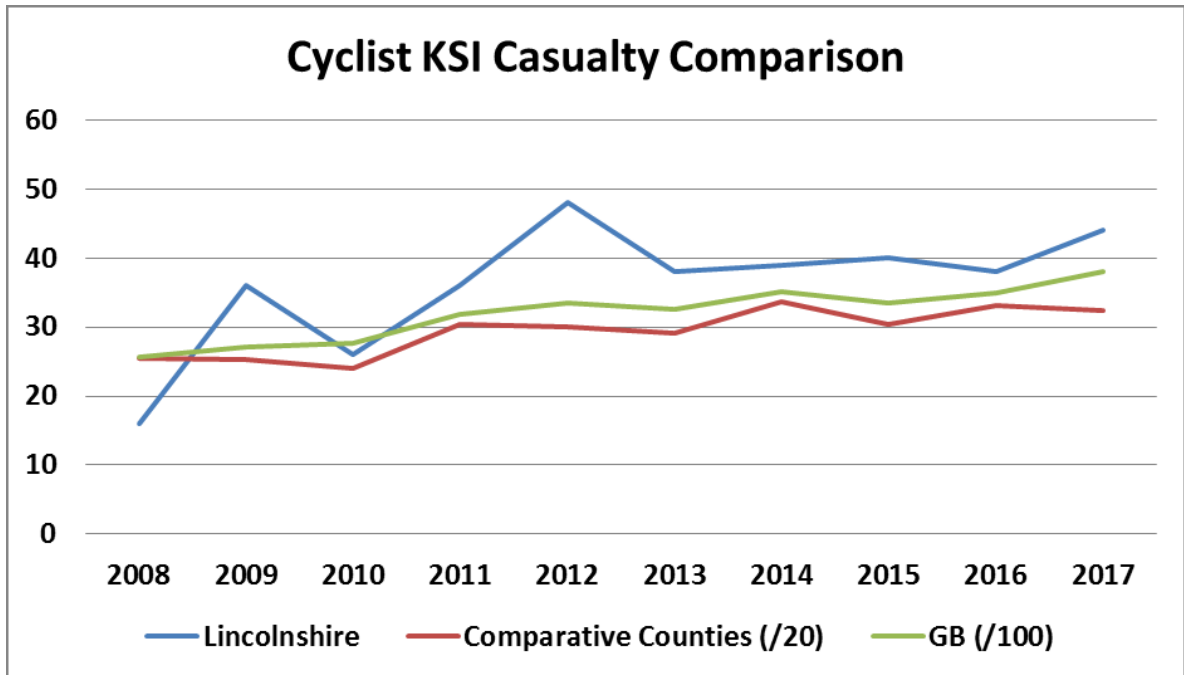
Figure 16 - Pedal Cycle KSI Causalities per 100k

Table 12 – Pedal Cycle District Trends

2017 KSI Target 397	1st Jan 2017 to 31st Dec 17	1st Jan 2016 to 31st Dec16	% Change on Previous Year	MALE FEMALE	West Lindsey DC	East Lindsey	Lincoln City	North Kesteven DC	South Kesteven DC	South Holland DC	Boston BC	District Distribution	URBAN RURAL
Pedal Cyclist KSI Casualties	44	38	15.8%		10 22.7%	6 13.6%	7 15.9%	5 11.4%	5 11.4%	5 11.4%	6 13.6%		

Figure 17 – Pedestrian KSI Causalities Comparison

Pedestrian KSI Casualty Comparison

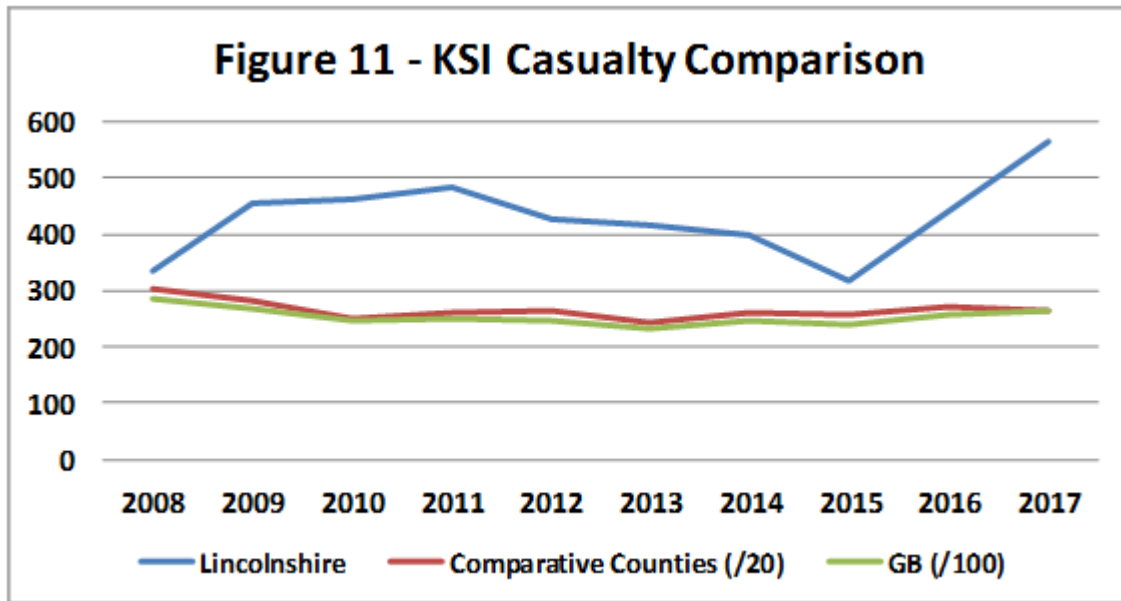**Figure 18 - Pedestrian KSI Causalities per 100k**

2017 Pedestrian KSI Casualties per 100k

Table 13 – Pedestrian District Trends

2017 KSI Target 397	1st Jan 2017 to 31st Dec 17	1st Jan 2016 to 31st Dec16	% Change on Previous Year	MALE FEMALE	West Lindsey DC	East Lindsey	Lincoln City	North Kesteven DC	South Kesteven DC	South Holland DC	Boston BC	District Distribution	URBAN RURAL
Pedestrians KSI Casualties	75	60	25.0%		8 10.7%	15 20.0%	15 20.0%	8 10.7%	7 9.3%	12 16.0%	10 13.3%		

Figure 19 – Senior Drivers KSI Causalities Comparison

KSI Casualties from Senior Driver Collisions

Lincolnshire — Comparative Counties (/20) — GB (/100)
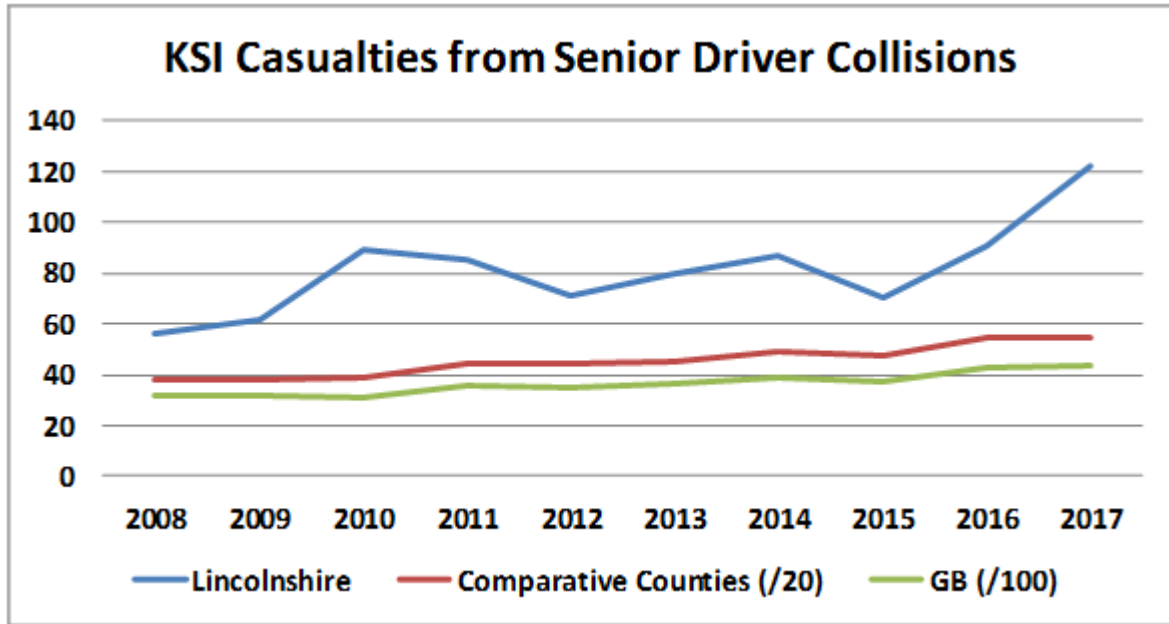
Figure 20 - Senior Drivers KSI Causalities per 100k

2017 KSI Casualties per 100k - from Senior Driver Collisions
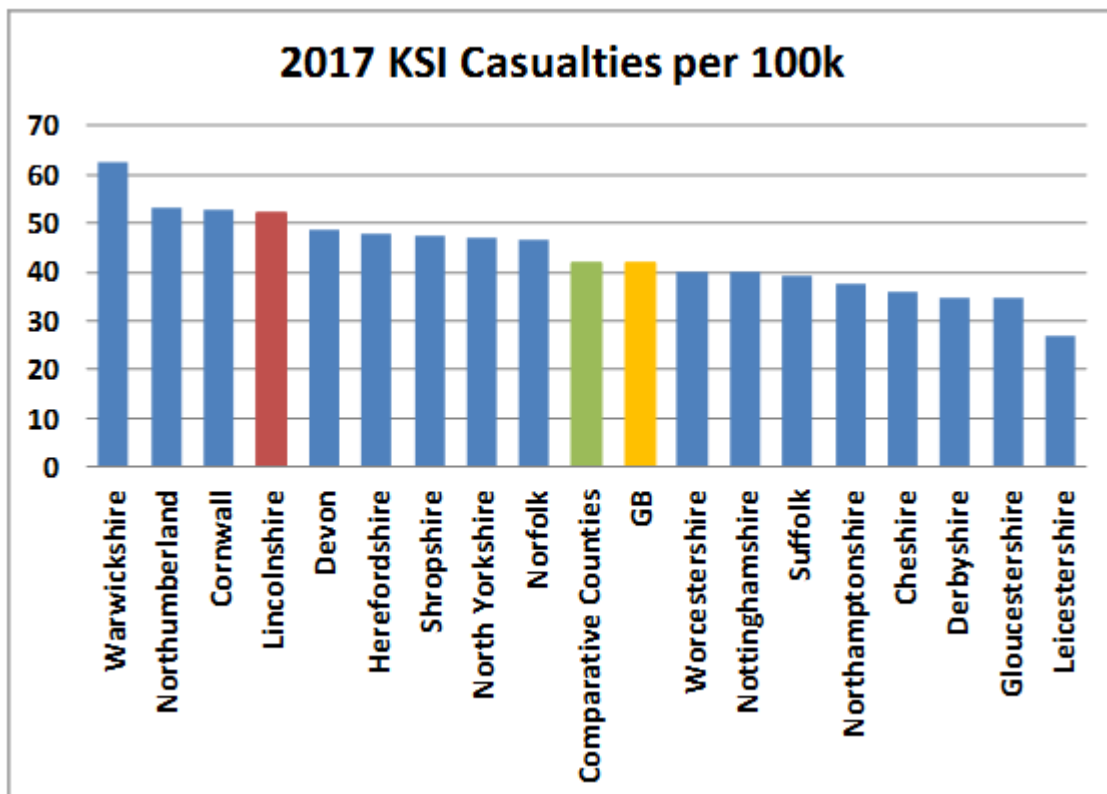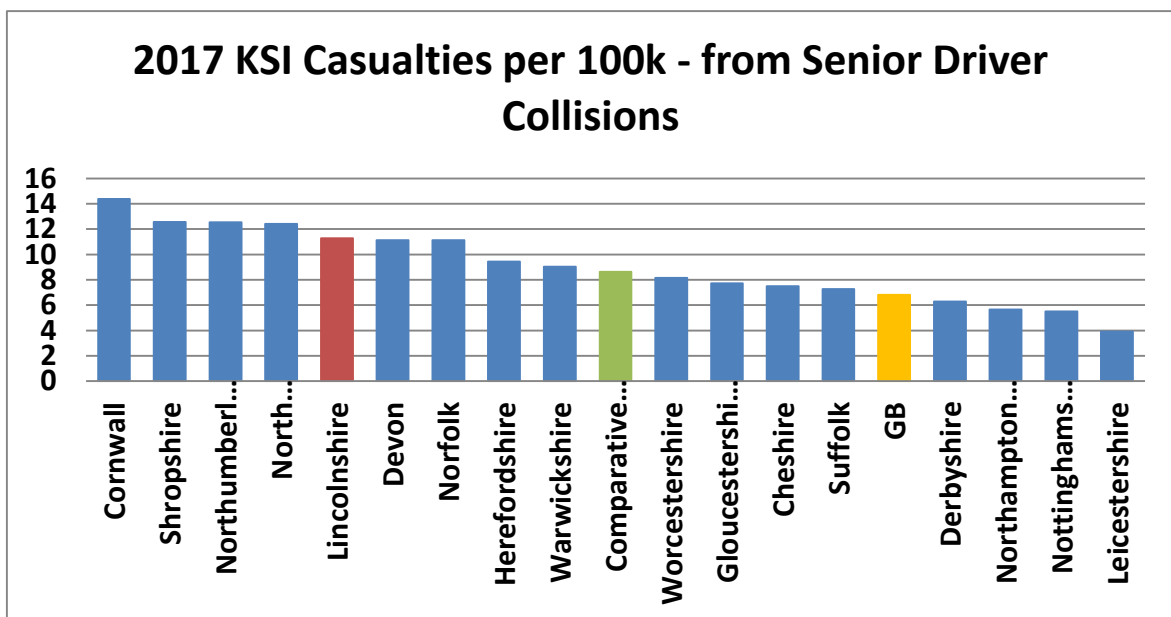
Table 14 – Senior Driver KSI Collisions District Trends

2017 KSI Target 397	1st Jan 2017 to 31st Dec 17	1st Jan 2016 to 31st Dec16	% Change on Previous Year	MALE FEMALE	West Lindsey DC	East Lindsey	Lincoln City	North Kesteven DC	South Kesteven DC	South Holland DC	Boston BC	District Distribution	URBAN RURAL
KSI Collisions Involving a 60+ year old Driver	143	104	37.5%		20 14.0%	34 23.8%	13 9.1%	20 14.0%	21 14.7%	17 11.9%	18 12.6%		

Figure 21 – Young Driver KSI Casualties Comparison

Figure 21 – Young Driver KSI Casualties Comparison
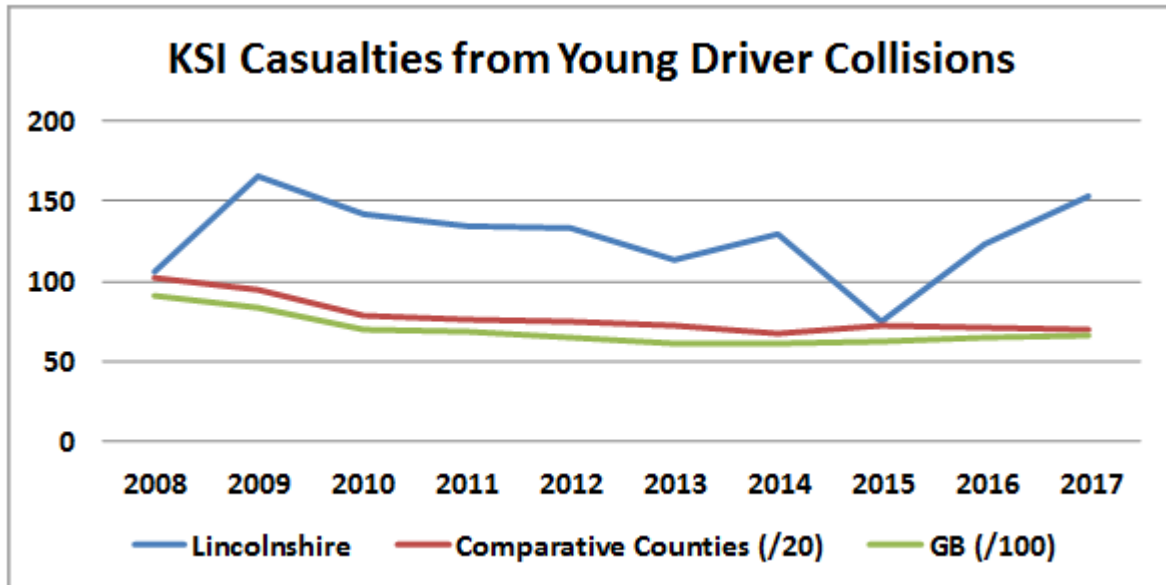
Figure 22 – Young Driver KSI Causalities per 100k
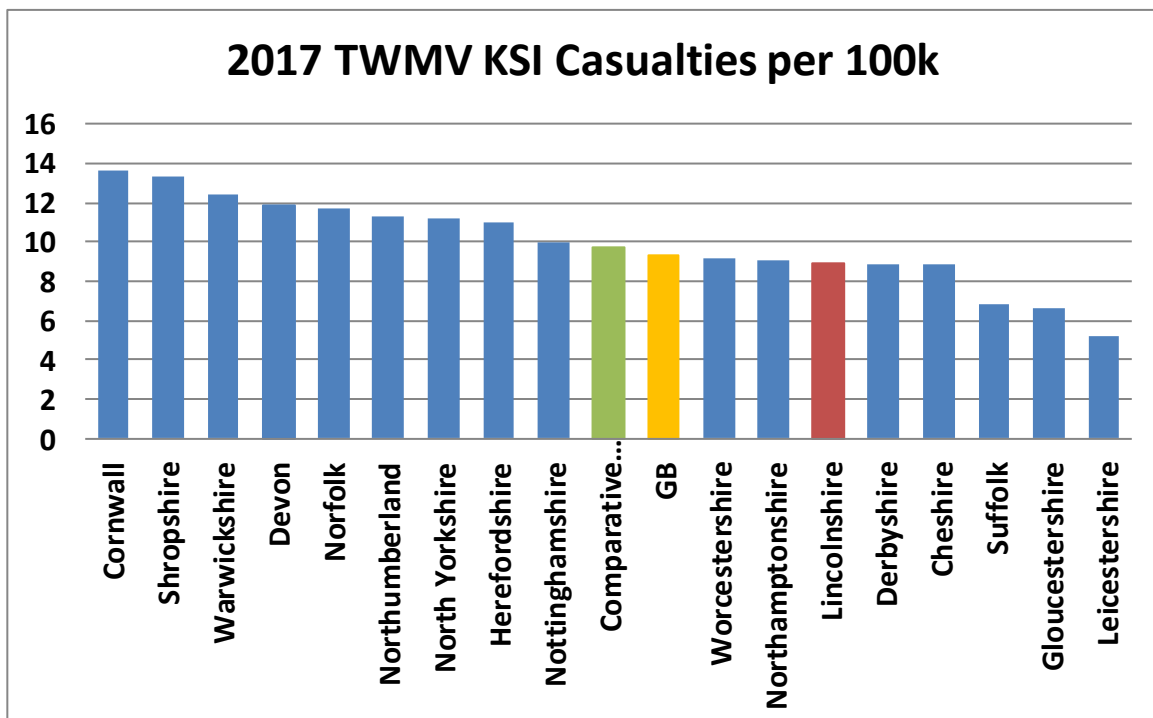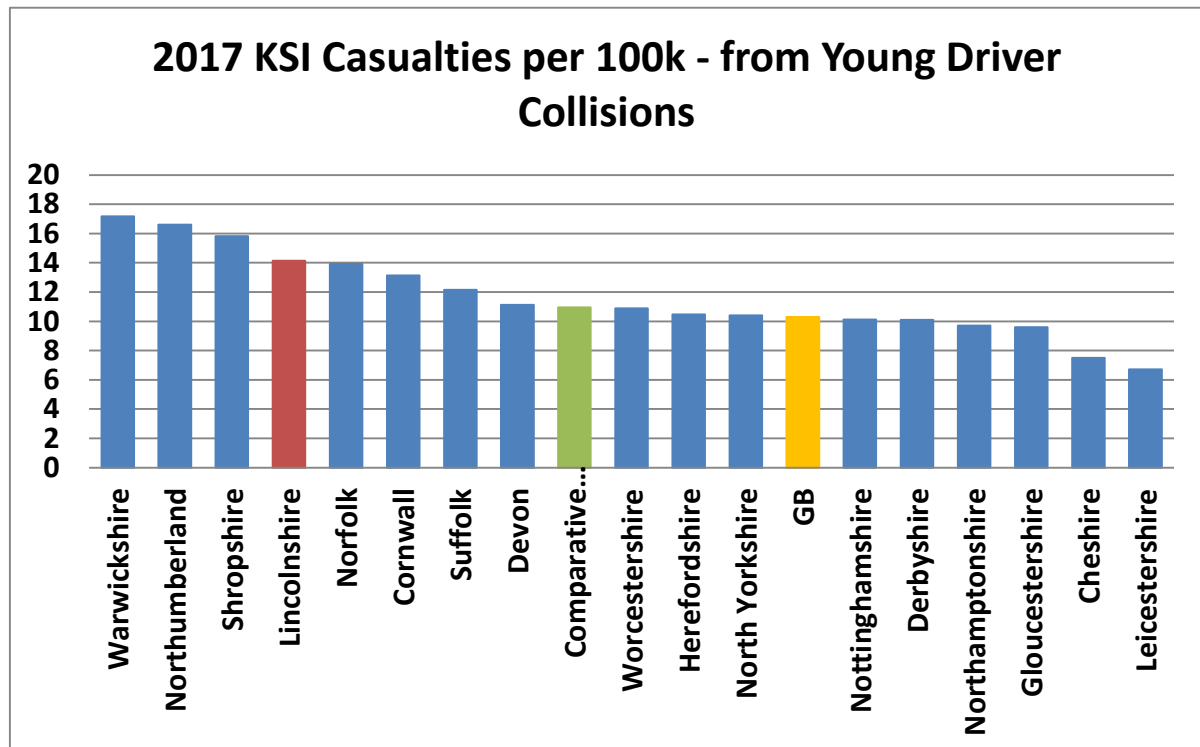
Table 15 – Young Driver District Trends

2017 KSI Target 397	1st Jan 2017 to 31st Dec 17	1st Jan 2016 to 31st Dec16	% Change on Previous Year	MALE FEMALE	West Lindsey DC	East Lindsey	Lincoln City	North Kesteven DC	South Kesteven DC	South Holland DC	Boston BC	District Distribution	URBAN RURAL
KSI Collisions Involving a 17-24 year old Driver	132	107	23.4%		24 18.2%	29 22.0%	14 10.6%	18 13.6%	20 15.2%	16 12.1%	11 8.3%		

Figure 23 – Child KSI Casualties Comparison

Child KSI Casualties Comparison

Lincolnshire — Comparative Counties (/20) — GB (/100)

Figure 24 – Child KSI Causalities per 100k
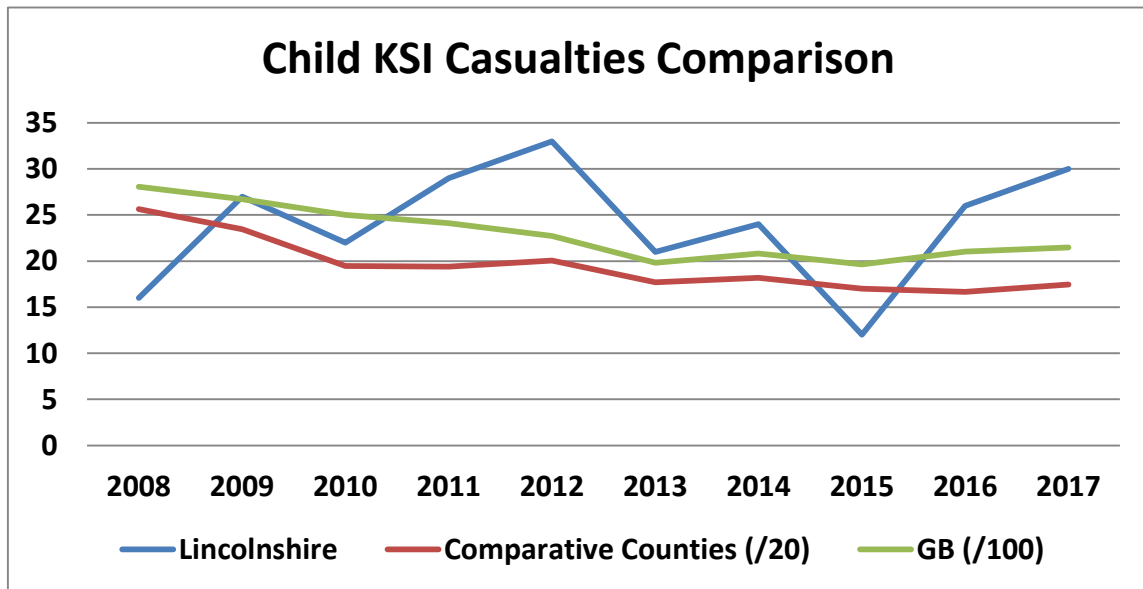
2017 Child KSI Casualties per 100k
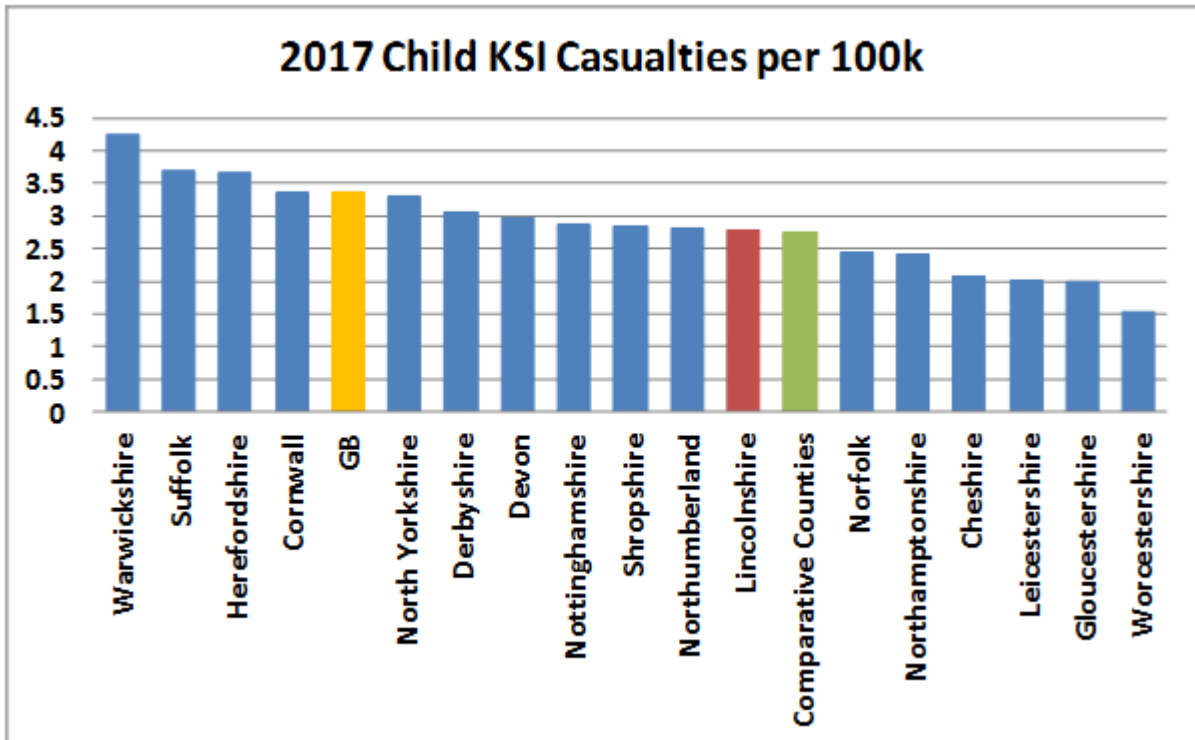
Table 16 – Child District Trends

2017 KSI Target 397	1st Jan 2017 to 31st Dec 17	1st Jan 2016 to 31st Dec16	% Change on Previous Year	MALE FEMALE	West Lindsey DC	East Lindsey	Lincoln City	North Kesteven DC	South Kesteven DC	South Holland DC	Boston BC	District Distribution	URBAN RURAL
Child (0-15) KSI Casualties	30	26	15.4%		6 20.0%	10 33.3%	3 10.0%	1 3.3%	5 16.7%	3 10.0%	2 6.7%		

Figure 25 – Car KSI Casualties Comparison

Car User KSI Casualties Comparison

Legend: Lincolnshire — Comparative Counties (/20) — GB (/100)

Figure 26 – Car KSI Causalities per 100k
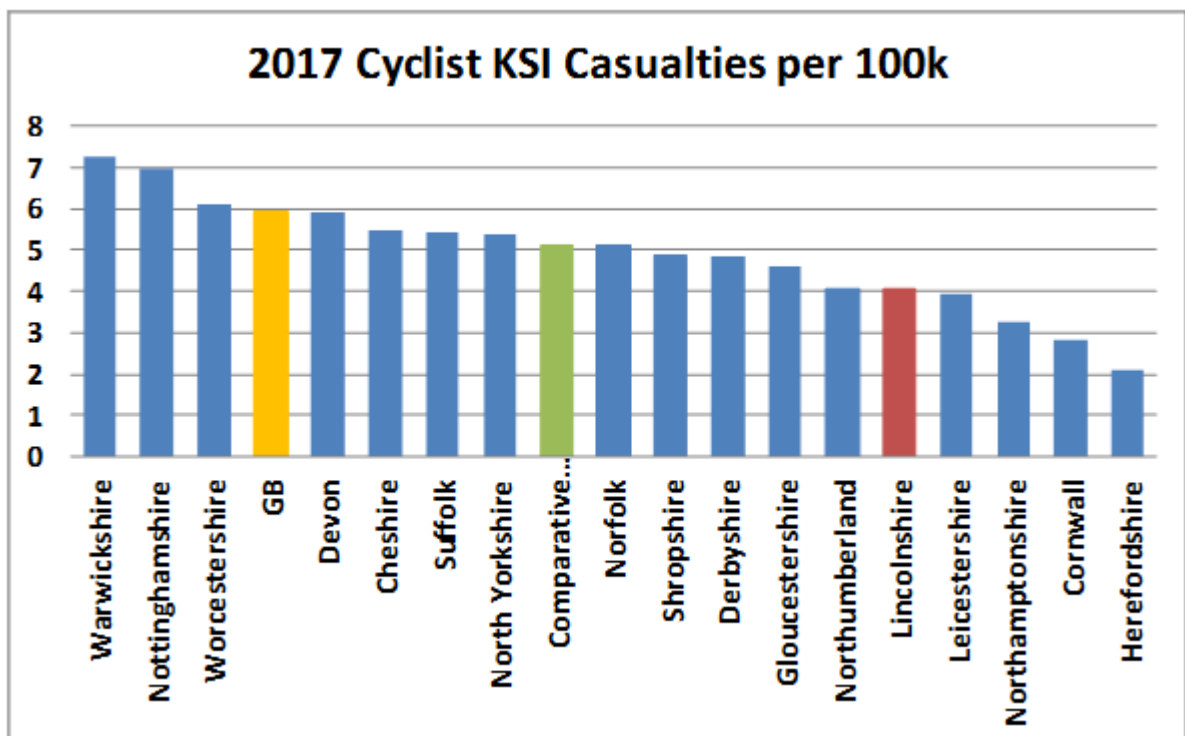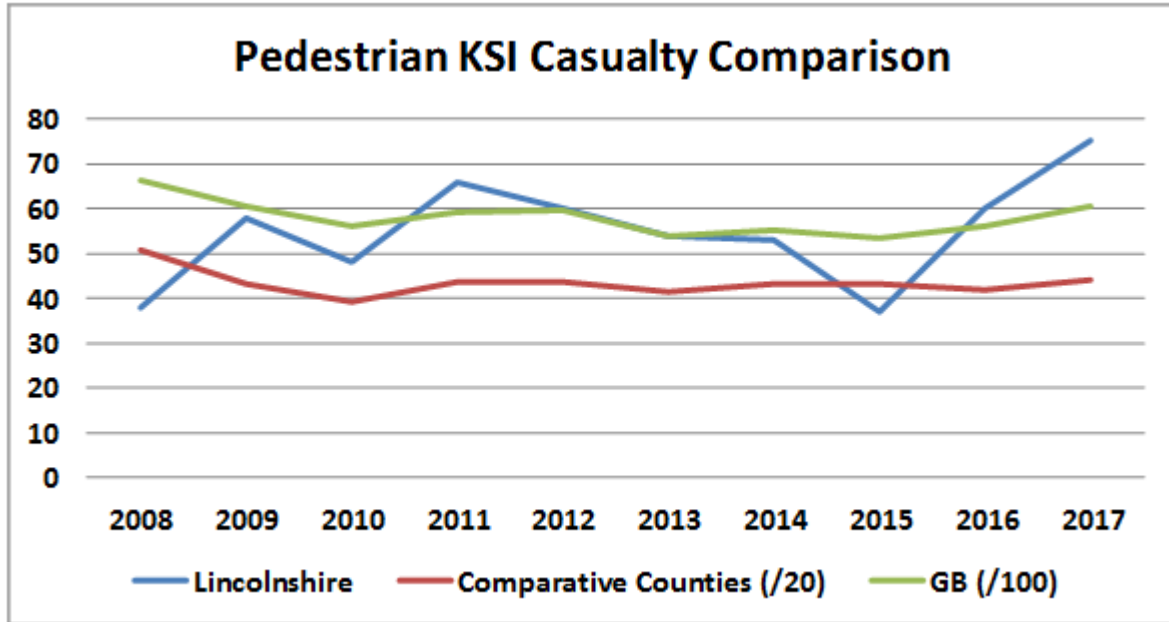

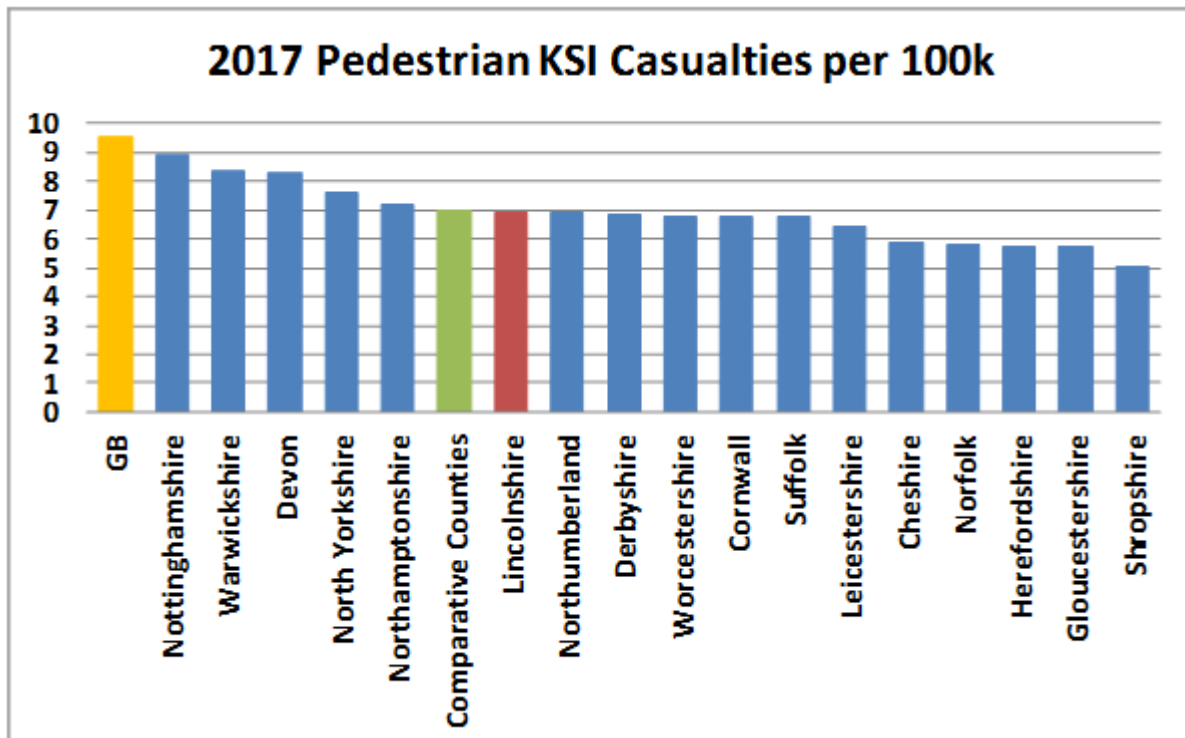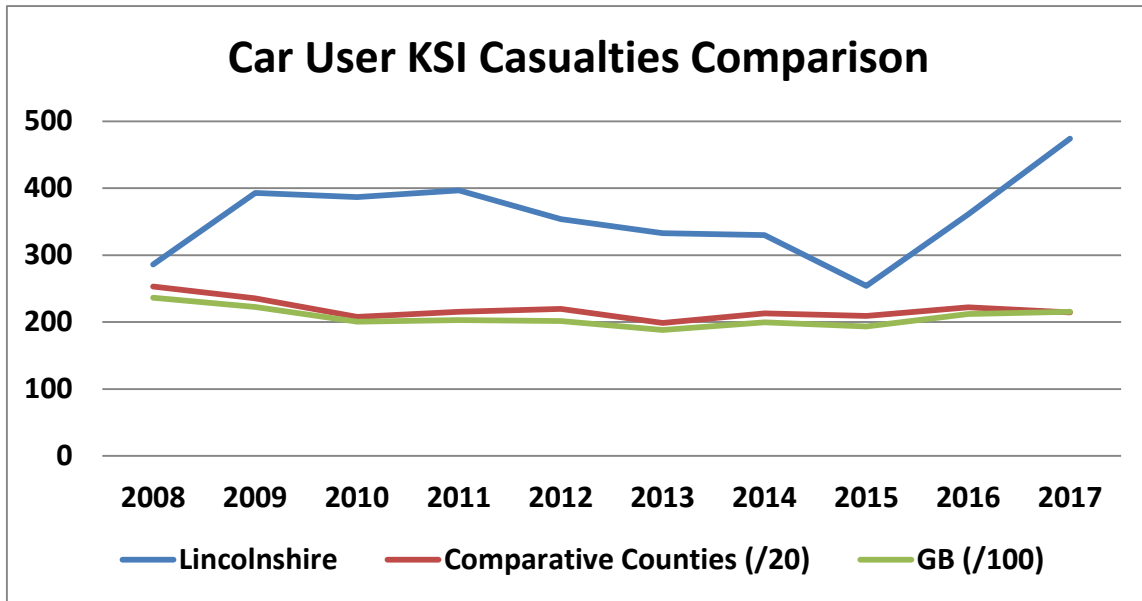2017 Car User KSI Casualties per 100k
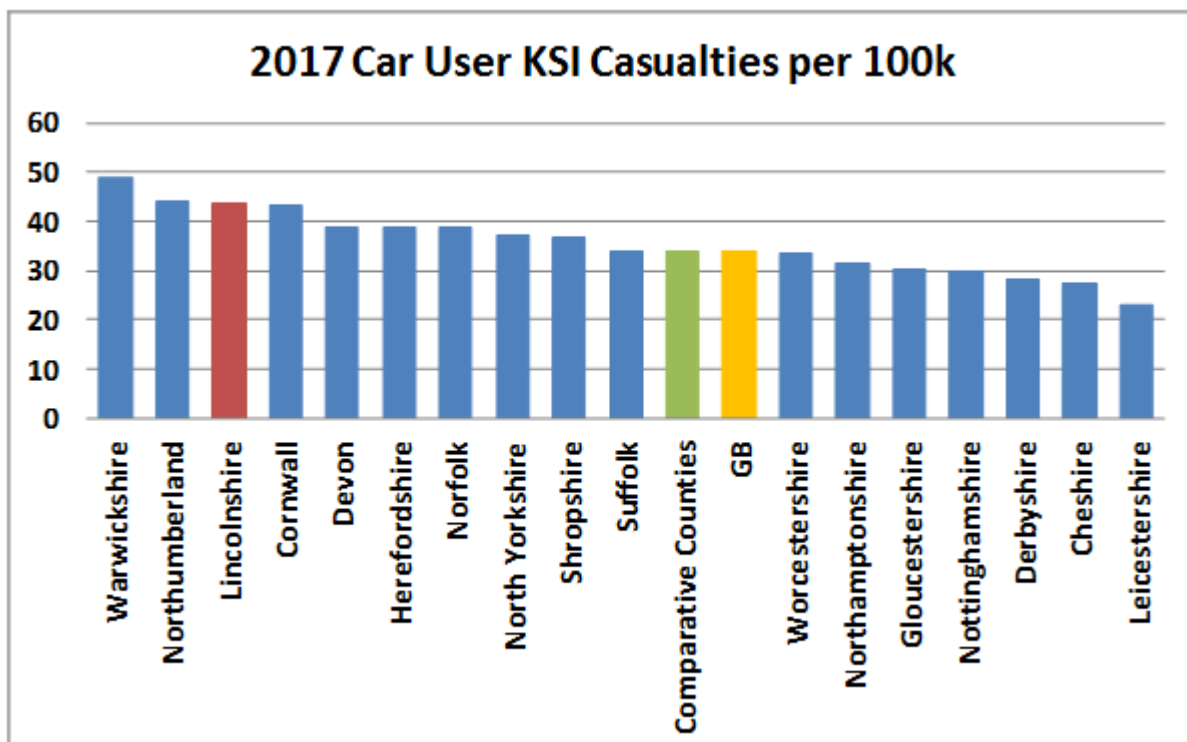
Table 17 – Car District Trends

2017 KSI Target 397	1st Jan 2017 to 31st Dec 17	1st Jan 2016 to 31st Dec16	% Change on Previous Year	MALE FEMALE	West Lindsey DC	East Lindsey	Lincoln City	North Kesteven DC	South Kesteven DC	South Holland DC	Boston BC	District Distribution	URBAN RURAL
Car & Taxi KSI Casualties	316	231	36.8%		53 16.8%	80 25.3%	18 5.7%	47 14.9%	54 17.1%	44 13.9%	20 6.3%		

Figure 27 – Driving for Work KSI Casualties Comparison
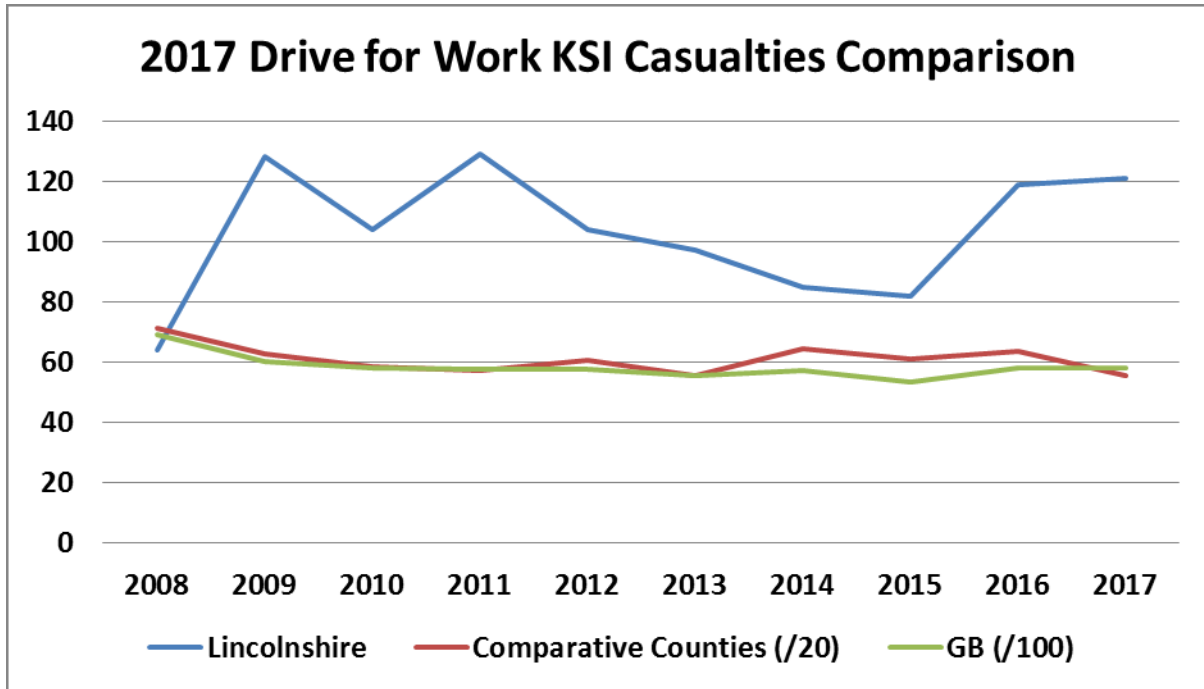
Figure 28 – Driving for Work KSI Causalities per 100k
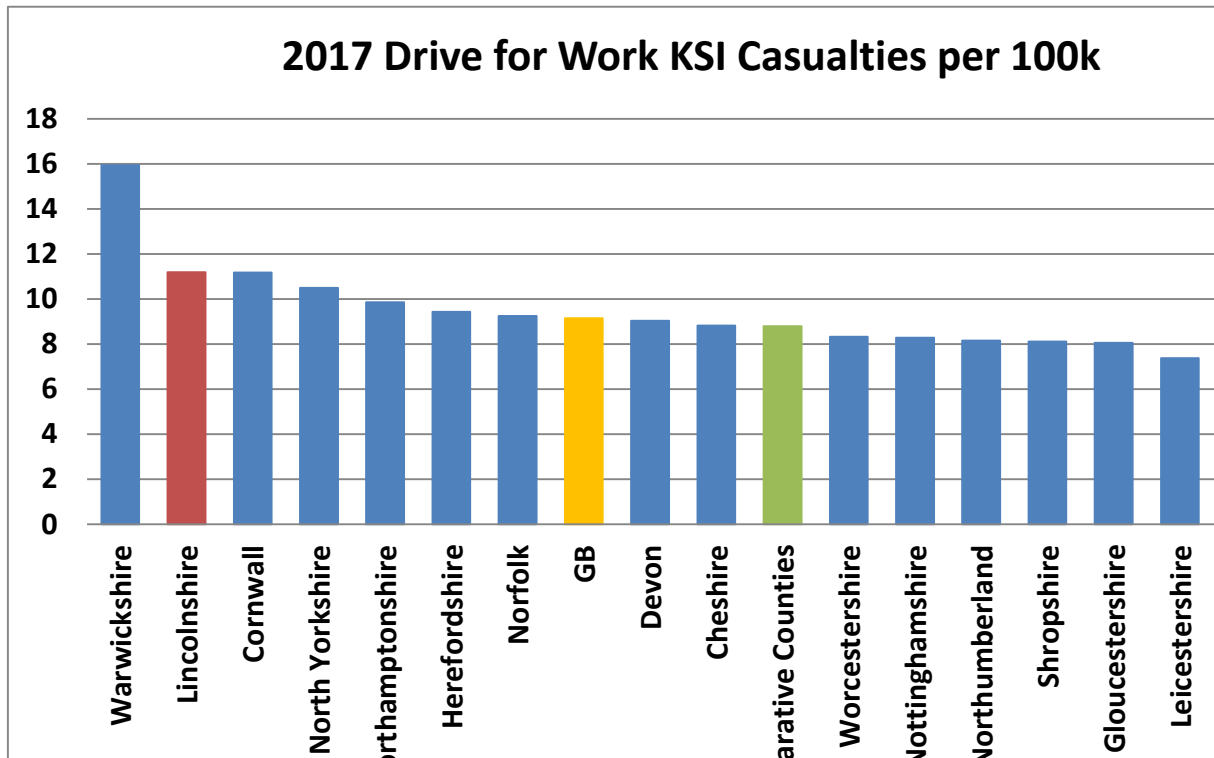
5. Consultation

a) Have Risks and Impact Analysis been carried out?

Not Applicable

b) **Risks and Impact Analysis**

Not Applicable

6. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Steve Batchelor, who can be contacted on 01522 805800 or steven.batchelor@lincolnshire.gov.uk

Lincolnshire
COUNTY COUNCIL
Working for a better future

Open Report on behalf of Nick Borrill, Chief Fire Officer

Report to:	**Public Protection and Communities Scrutiny Committee**
Date:	**11 December 2018**
Subject:	**Fire and Rescue – Emergency Medical Response Update**

Summary:

Lincolnshire Fire and Rescue has been responding to emergency medical incidents since the introduction of its co-responder scheme in 1999. At the end of 2014 the Service also introduced a capability at three fire stations to convey patients to hospital in a fire ambulance. This paper aims to provide an update on the position of both schemes.

Actions Required:

The Public Protection and Communities Scrutiny Committee are invited to consider and comment on the report and highlight any additional recommendations or actions to the Executive Councillor for Culture and Emergency Services.

1. Aim

The aim of this paper is to update the Public Protection and Communities Scrutiny Committee on Lincolnshire Fire and Rescue's (LFR) co-responding and Joint Ambulance Conveyance (JAC) capability in regards to its emergency medical response support.

1.1 Background

LFR has been operating a co-responder (first-responder) scheme in partnership with East Midlands Ambulance Service (EMAS) and Lincolnshire Integrated Voluntary Emergency Service (LIVES) since 1999. The scheme is delivered by on-call Retained Duty System (RDS) fire-fighters from 26 fire stations around the County. LFR co-responders deliver non-invasive medical treatment, including the use of defibrillators, to patients 12 years and over and to cardiac arrest patients over 8 year olds.

EMAS provide mobilising information and assistance at co-responder incidents. LIVES provide training, equipment, management, clinical governance and data relating to co-responder activities. LFR teams respond to medical emergencies

categorised in the EMAS medical priority dispatch system as Category 1 and 2 (see table 1). Mobilisation is initiated by EMAS who request assistance through Fire Control to ascertain if co-responders are available and confirm that they are the nearest asset. This procedure ensures LFR have full control over all our responding crews.

Table 1 – Response categories

CLASS OF CALL	RESPONSE TIME	EXAMPLE
Category 1 (Purple)	7 mins average	Category one is for calls about people with life-threatening injuries and illnesses.
Category 2 (Amber)	18 mins average	Category two is for emergency calls.
Category 3 (Yellow)	120 mins	Category three is for urgent calls. In some instances ambulance staff may treat the patient in their home.
Category 4 (Green)	180 mins	Category four is for less urgent calls. In some instances the patient may be given advice over the telephone, or referred to another service such as a GP or pharmacist.

1.2   Benefits

Key benefits associated with co-responding include:

- Enhanced response to Category 1 and 2 medical emergencies (immediately life threatening) within the County
- Early intervention provides a positive patient centred outcome. This can assist in keeping service users out of hospital or, if admitted, result in a reduced bed stay and rehabilitation
- Reduced mortality rates from Coronary Heart Disease and improved treatment for patients following a heart attack (supporting JHWS outcomes)
- Cost-effective method of meeting increasing demand
- Providing LFR crews with invaluable medical intervention experience and training

1.3   Resourcing

LFR co-responders respond in a dedicated car or, for those stations which attend less than 50 calls a year, their fire engine. Associated medical equipment, which includes defibrillators, are supplied and maintained by LIVES.

Co-responders undergo the following training:

- 4 days initial training
- 2 hrs continuation training each quarter
- Annual requalification
- 2 day tri-annual re-certification

All training is undertaken by LIVES. LIVES also provide all clinical advice and governance and are responsible for Care Quality Commission (CQC) registration.

1.4 Funding

Funding for co-responding is provided primarily through the Better Care Fund. There is also an element of cost recovery from EMAS.

1.5 Outcomes

The number of co-responder calls attended over the last 5 years is shown below.

Year	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Annual Calls	3202	3604	4920	7249	7285	N/A
Apr - Sep	1,539	1,755	2,013	3,412	3,394	2037

Co Responder Call Numbers
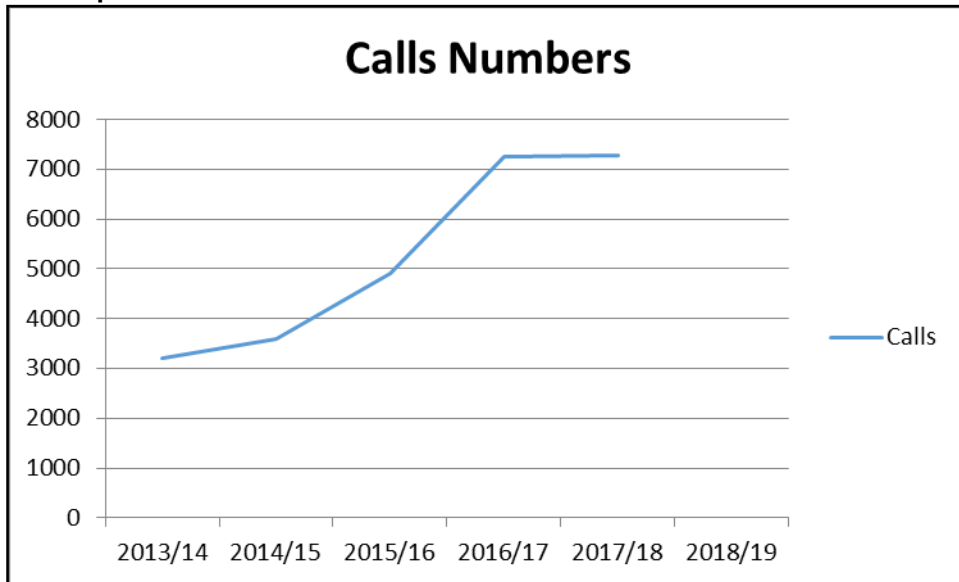
The increase in calls since 2015/16 is in part due to 5 additional fire stations joining the scheme mid 2016. Since then LFR has seen an average number of co-responder calls of just over 7,000 a year although it is anticipated the call rate will be lower this year. This is mainly due to the introduction by EMAS of the Ambulance Response Programme (ARP) in June 2017. The nationally adopted ARP reduced the clinical need for a majority of the calls to be attended within 8 minutes, with the aim of ensuring patients receive the best possible response outcome. In support of the ARP, EMAS also re-structured its workforce in April 2018, which resulted in more duel crewed ambulances on the road, particularly in the south of the county. This has resulted in a reduction in demand for the number of co-responder calls.

LFR also measure the percentage of times co-responders render assistance at an incident. This assistance can range from simply monitoring a patient all the way through to the use of a defibrillator.

The percentage of times assistance has been rendered over the past 5 years is displayed below:

Year	2013/14	2014/15	2015/16	2016/17	2017/18
% of incidents attended where rendered assistance	88%	88%	86%	89%	91

1.6   Future Plans

LFR co-responding is a well-established scheme and continues to provide an effective service to the community. LFR will continue to work with its partners to understand the full impact of the ARP and to develop the co-responder scheme within the county as appropriate.

JOINT AMBULANCE CONVEYANCE (JAC)

2.   Background

In 2014, LFR and EMAS (supported by LIVES) received funding from DCLG's Transformation Challenge Award to conduct a pilot project aimed at enhancing ambulance provision within the County. The pilot, capitalising on well-established partnerships, was based on an expansion of the existing fire and rescue co-responder scheme. The intent was to provide an additional safe alternative approach to conveying patients to places of definitive care providing more timely treatment, whilst supporting better recovery and improving chances of survival.

The pilot was conducted over a 12-month period from 3 RDS fire stations; Long Sutton, Woodhall Spa and Stamford. These stations were selected based on EMAS' response requirements and the availability and willingness of the RDS staff to be involved in the trial. All 3 stations had been co-responding under LIVES clinical governance for a considerable period of time and therefore had significant experience in providing an initial medical response. The first station, Long Sutton, went live on 17th September 2014, followed by Woodhall Spa on 27th October and Stamford on 13th January 2015.

2.1   Benefits

The key benefits of JAC include:
- Reduced patient transport times
- Increased availability of EMAS Dual Crewed Ambulances
- Provision of a cost effective method of meeting demand for the growing number of ambulance calls
- Less time on scene for responders
- Improved patient care at the initial scene as a result of enhanced firefighter co-responder medical skills
- Substantial returns of social value for the investment made which can be translated into real tangible financial savings

- Alignment with the national drive for closer collaboration between blue light services

2.2 Resourcing

EMAS supply the fire ambulances and all necessary clinical equipment and consumables and invoice LFR as appropriate. They are also responsible for maintaining protocols and schedules for all clinical equipment.

All co-responders that form part of the ambulance crew conveying a patient to hospital with the healthcare practitioner must have received further assessable training. This is in addition to their existing co-responding training, qualifications and operational experience. This enhanced training includes:
- 4 - Day Medical Training to qualify personnel to Qual-Safe Level 3, and
- 5 - Day Ambulance Driver Training

All personnel must successfully complete quarterly refresher training and annual re-qualification; this is facilitated by LIVES. Personnel also need to complete the 2 day, tri-annual re-certification course.

2.3 Funding

All expenses and costs related to this project have been met from the DCLG Transformation Challenge Award grant with some support provided through the Clinical Commissioning Groups. The budget is managed by LFR using county council approved methods of budgetary management and reporting.

2.4 Outcomes

The number of JAC calls attended since the project started is shown below:

Year	2014/15	2015/16	2016/17	2017/18	2018/19
Annual JAC Conveyances	114	323	308	305	NA
Apr – Sep Conveyances	NA	148	146	155	(YTD)25

There has been an average of just over 300 conveyances a year to hospital by the JAC crews although, similar to the co-responder scheme, we are anticipating a reduction in calls this year due to the introduction of the ARP. This, in conjunction with a reduction in the number of EMAS fast response vehicles (FRVs) following their restructure, has led to a reduction in the number of times JAC has been utilised.

2.5 Future Plans

Following the introduction of the ARP further analysis is being conducted with our partners at EMAS to explore how best to optimise the current JAC capability. This will be completed over the next 12 months with a view to identifying an appropriate way forward.

2.6   Conclusion

LFR continue to respond to a significant number of incidents through its co-responder and JAC schemes providing the residents of Lincolnshire with a vital lifesaving response. In doing so, it supports the wider health and wellbeing agenda. While the new call criteria and re-structure implemented within the county by EMAS has had an impact on the amount of calls being handled by LFR, the schemes are still considered a key element of the County's overall emergency medical response capability. As the full impact of the ARP becomes clearer, LFR will continue to work with partners to ensure both the co-responder and JAC schemes are fully optimised.

3. Consultation

a) Have Risks and Impact Analysis been carried out?
Not Applicable

b) Risks and Impact Analysis
Not Applicable

4.   Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Sean Taylor, who can be contacted on 07799110527 or sean.taylor@lincoln.fire-uk.org.

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Open Report on behalf of Pete Moore, **Executive Director of Finance and Public Protection**

Report to:	**Public Protection and Communities Scrutiny Committee**
Date:	**11 December 2018**
Subject:	**Quarter 2 Performance Report**

Summary:

The accompanying appendices to this report provide key performance information that is relevant to the work of the Public Protection and Communities.

Actions Required:

Members of the Public Protection and Communities are invited to consider and comment on the performance information contained in this report and highlight any recommendations or further actions for consideration.

1. Background

The Council Business Plan 2018/2019 was approved by Council on 23 February 2018. This report provides the Executive with highlights of Q2 performance. The full range of infographics is available to view at: http://www.research-lincs.org.uk/CBP-Landing-page.aspx

Appendix A includes further details on select indicators which have been highlighted for further discussion.

Appendix B shows a breakdown of customer satisfaction information within the remit of this Scrutiny Committee.

THE PUBLIC ARE PROTECTED FROM UNSAFE AND DANGEROUS GOODS

Illicit alcohol and tobacco products seized	Unsafe and Counterfeit goods removed from market	High risk premises inspected by Trading Standards
10,522	**2,359**	**113**
Products	Products	Premises
Achieved ✅	Not achieved ❌	Achieved ✅

Illicit alcohol and tobacco seized
As reported in Q1, in the Protecting the public commissioning strategy the Trading Standards Service planned a number of operations for Q2 for Illicit alcohol and tobacco seized (measure 1). This has resulted in a significant increase in seizure figures of 10,522 in Q2 exceeding the annual target of 6,000.

Unsafe and counterfeit goods removed from the market
Actual performance continues to be significantly below target. 2,359 counterfeit and unsafe goods have been removed from the market so far in 2018/2019, compared with a target of 12,000. 1,494 were removed as they were unsafe, which included the latest must have toys 'Squishems' (also reported in Q1). 865 items were removed from the market due to being counterfeit. As reported in Q1, the service has conducted a number of safety sampling projects with more planned. The service is also working with premises to bring them into compliance and ensure these venues are not knowingly or unknowingly trading in counterfeit or unsafe goods. The annual target is 31,000.

IMPROVE PUBLIC SAFETY BY THE REDUCTION IN DRUGS AND ALCOHOL MISUSE, FOCUSED ON TOWN CENTRE ALCOHOL FUELLED VIOLENCE AND ANTI-SOCIAL BEHAVIOUR, YOUNG PEOPLE AND DRUG MISUSE.

Anti-social behaviour incidents reported to the police	Alcohol related anti-social behaviour incidents	Alcohol related violent crime incidents
10,543	**1,423**	**1,673**
Incidents reported	Incidents	Incidents
➡️ Measured ⬅️	Achieved ✅	Not achieved ❌

Alcohol related violent crimes
As reported in Q1, discussion with the Executive Councillor is planned and an alternative measure will be proposed. There were 1,673 incidents in Q2 against a target of 880, which is an increase in alcohol related violence of 81% compared with Q2 2017/2018 when 926 incidents were reported. The apparent increase in alcohol related violence is due to a change in recording practices within the police and does

not reflect an increase in actual levels of violence. As a result the data is no longer comparable to previous quarters and the service recommends that this measure is removed from the Council Business Plan.

INCREASE PUBLIC CONFIDENCE IN HOW WE TACKLE DOMESTIC ABUSE

Reported incidents of domestic abuse	Domestic Homicides	Repeat referrals of Domestic Abuse to MARAC
5,233	**2**	**21.3**
Incidents	Incidents	%
Achieved ✔	➡ Measured ⬅	➡ Measured ⬅

REDUCE ADULT REOFFENDING

Satisfaction with response to crime and anti-social behaviour	Adults Reoffending
57.5	**30.0**
% satisfied	% of reoffenders
Not achieved ✖	Not achieved ✖

Adults Reoffending
This measure is reported with a one quarter lag, Q1 is the latest performance. Between April 2017 and June 2017 there were 1,548 adult offenders (the cohort). In the 12 months following identification (between April 2017 to June 2018), of those 1,548 adult offenders, 465 re-offended resulting in the 30% adult re-offending rate, against a target of 28.7%. On average, each reoffender committed 3.6 additional crimes within twelve months of their index offence. The most prolific offenders continue to be adopted by the ARC (Assisting Rehabilitation through Collaboration) scheme.

REDUCE FIRES AND THEIR CONSEQUENCES

Primary fires	Fire fatalities in primary fires	Deliberate primary fires
85.20	**0.13**	**1.69**
Per 100,000 population	Per 100,000 population	Per 10,000 population
Not achieved ❌	➡ Measured ⬅	Achieved ✅

Deliberate secondary fires
2.26
Per 10,000 population
Achieved ✅
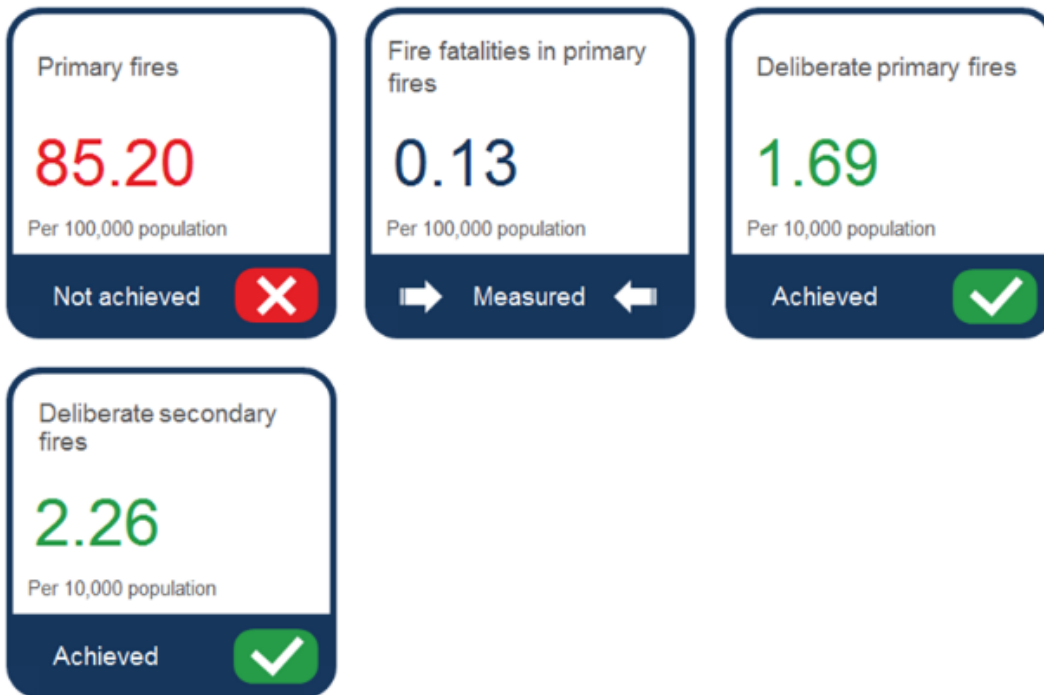
Primary fires

The service is currently behind target and have also seen an increase of 39 primary fires compared to quarter 2 last year (up from 601 to 640). This increase is due to a rise in fires involving farm related property types (farm buildings, equipment, vehicles and haystacks/crops) which have more than doubled (up from 56 to 116). This increase occurred during July and August when the country experienced a long spell of hot temperatures coupled with very dry weather. During this time we conducted a continuous media campaign to promote the dangers and increased risk associated with the long spell of hot temperatures. On a positive note however, there has been a reduction in the number of dwelling fires – down from 202 during quarter 2 last year to 185 this year (8.4% reduction). It is worth noting that the target was achieved in Q1.

ENABLE AND ENCOURAGE PEOPLE TO PARTICIPATE IN LINCOLNSHIRE'S CULTURE

Contact with the heritage service either in person, on the phone, by email or via the website	Visits to Core Libraries and Mobile Library services	Visits to library website
2,108,174	**756,863**	**232,441**
Contacts	Visits	Website visits
Not achieved ❌	Not achieved ❌	Achieved ✅

Community use of libraries
3,793.2
Hours of use
Achieved ✅
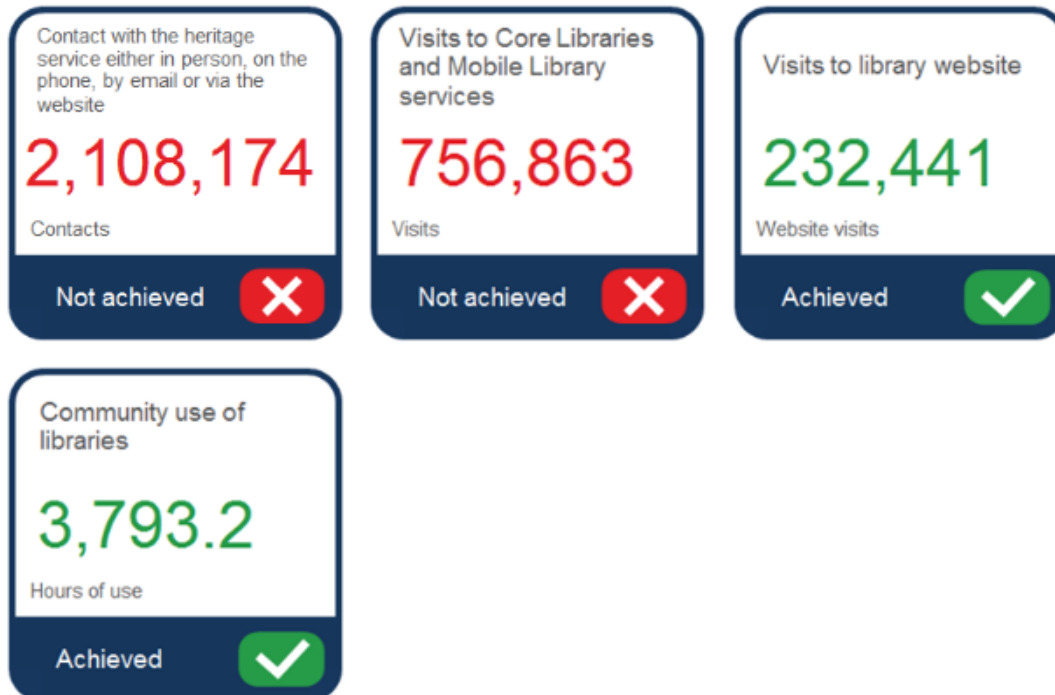
Contact with the heritage service
An actual of 2,108,174 was achieved in Q2 against a target of 2,700,000 (cumulative). Visitor numbers (in person) have declined by 14% in Q2 2018/2019 (137,213) compared with Q2 2017/2018 (160,152). This is despite great success at Lincoln Castle due to the Lego exhibition over the summer period. This is reflective of the Culture Sector where visitor numbers are declining nationally, as reported by Visit England, on average by 10%. There continues to be on-going difficulties affecting the Lincs to the Past website (reported in Q1). Due to a fault with the e-purchasing functionality, the website has seen fewer visits than previous years and this is reflected in the performance for this measure. The Service is moving away from quantitative measures where visitor numbers are used as a measure of success and moving towards qualitative feedback which highlights a higher quality offer which in turn drives repeat visits.

Visits to core libraries and mobile library services
An actual of 756,863 was achieved in Q2 against a target of 837,167. As reported in Q1, the lower number of visits is attributed to an increase in the gap between customer expectation of IT requirements and the current ability to meet this. It also needs to be recognised that this is against a national picture of declining library visits as well as there being more options for our customers within their local communities from the independent Community Hub provision. Quarter two does show a 6.7% increase when compared to quarter 1 of 2018/19 and both GLL and LCC are committed to working together moving forwards to ensure a modern IT offer can be implemented in the near future, ensuring that customer's needs are fully met.

COMMUNITIES AND RESIDENTS ARE SUPPORTED TO BE INVOLVED IN LOCAL DECISION MAKING AND HAVE THEIR VIEWS TAKEN INTO ACCOUNT

Voluntary and community groups actively supported in Lincolnshire	People supported who have accessed volunteer opportunities
587	1,018
Advised/supported	People
Achieved ✅	Achieved ✅

2. Conclusion

Members of the Public Protection and Communities Scrutiny Committee are invited to consider and comment on the Q2 performance information and highlight any recommendations or further actions for consideration.

3. Consultation

a) Have Risks and Impact Analysis been carried out?

N/A

b) Risks and Impact Analysis

N/A

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Quarter 2 Performance Report
Appendix B	Q2 Customer Satisfaction Information

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was collated by Daniel Steel, Scrutiny Officer, who can be contacted on 01522 552102 or daniel.steel@lincolnshire.gov.uk.

![Lincolnshire County Council - Working for a better future]

Communities are safe and protected

The public are protected from unsafe and dangerous goods

Illicit alcohol and tobacco products seized

Actual products seized (as a count of number of packets of cigarettes and tobacco and number of bottles of alcohol) that are removed from the market in Lincolnshire. Illicit alcohol and tobacco includes counterfeit, non-duty paid, unsafe, incorrectly labelled, and other illicit brands. Unsafe means that the products do not self-extinguish as required by European Standards. Other illicit brands are products which are manufactured for the sole purpose of being smuggled into and sold illegally in another market resulting in significant losses in tax revenue. Products are counted in terms of the most popular sizes of packs. E.g. 20 cigarettes, 50g hand-rolling tobacco, 70cl spirits. These numbers are dependent on successful legal process, meaning forfeiture or surrendering of the products.
A higher number of illicit alcohol and tobacco products seized indicates a better performance.

✔ Achieved

10,522
Products
Cumulative Actual as at September 2018

⬇

3,000
Products
Cumulative Target as at September 2018

Illicit alcohol and tobacco products seized

	Q1	Q2	Q3	Q4
Cumulative total	281	10,522		
Products	281	10,241		
Target	1,000	3,000	5,000	6,000
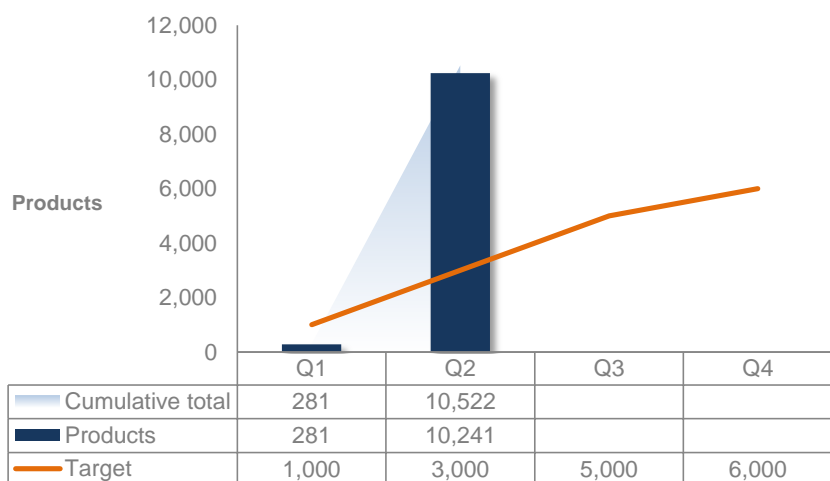
About the latest performance

10,522 illicit alcohol and tobacco products have been removed from the market, equating to 201,140 illicit cigarettes (approximately 10,057 packs of 20 cigarettes), 18,150g of illicit tobacco (approximately 363 packs of 50g tobacco), 22 bottles of spirits and 80 bottles of beer. Performance far exceeds the cumulative target of 3000 in Quarter 2; this is due to a joint operation resulting in a large scale seizure in Spalding at the end of September.

Further details

Illicit Alcohol and Tobacco Seized 2016-2018 (cumulative)
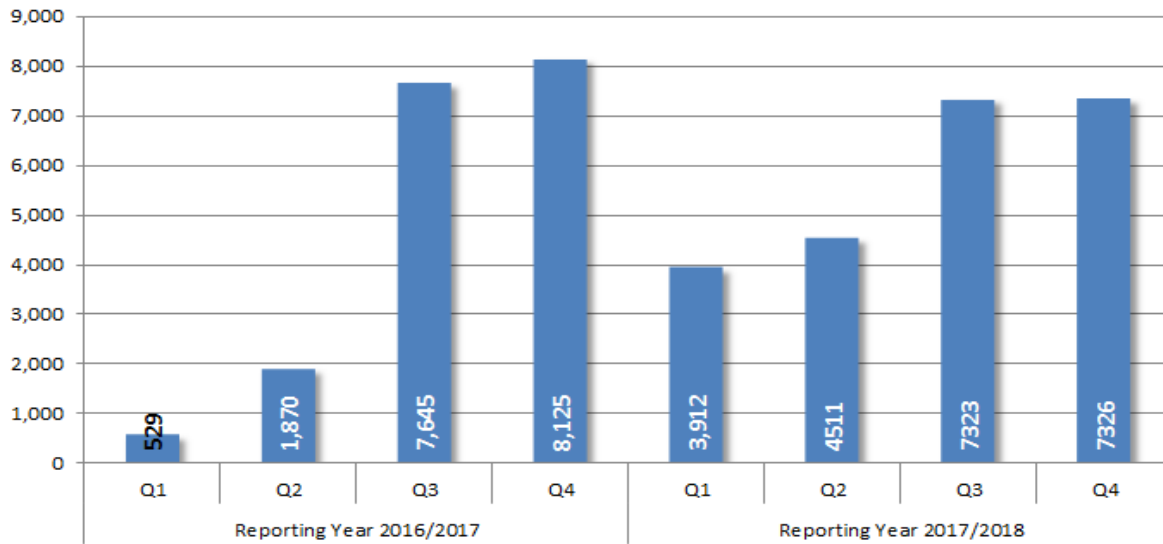
About the target

We aim to increase the amount of illicit and unsafe alcohol and tobacco products removed from the market in Lincolnshire. In 2018/2019 a target has been set for 6000 illicit products to be removed from the market. This demonstrates a reduction in the availability of products which in effect is increasing public safety. Trading Standards is commissioned to complete the same level of activity but through an intelligence led approach we will ensure we maximise on our resources.

About the target range

A target range of +/- 2% allows for some fluctuation in market conditions. There is the potential for anomalies with unexpected large-scale seizures or outside constraints on products such as seizures at port.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

![Lincolnshire County Council - Working for a better future]

Communities are safe and protected

The public are protected from unsafe and dangerous goods

Unsafe and Counterfeit goods removed from market

This measure is a count of the numbers of unsafe goods removed from the market in Lincolnshire, reducing the risk of any of these products causing harm to the end-user. This includes illicit goods (largely counterfeit) but not including alcohol and tobacco. An 'unsafe good' is any product that does not conform to European and/or UK safety standards and regulations or does not meet the definition of a safe product in the General Product Safety Regulations 2005. The measure is a count of the product as sold to the consumer. E.g. a pack of 2 walkie talkies would count as 1. There are many types of product that could be unsafe and would be the responsibility of Trading Standards and this includes electrical items, cosmetics, clothing, furniture and toys. These figures are dependent on successful legal process, meaning forfeiture or surrendering of the products.

A higher number of Unsafe and Counterfeit goods removed from the market indicates a better performance.

❌ Not achieved

2,359
Products
Cumulative Actual as at September 2018

⬇

12,000
Products
Cumulative Target as at September 2018

Unsafe and Counterfeit goods removed from market

	Q1	Q2	Q3	Q4
Cumulative total	1528	2359		
Products	1528	831		
Target	5000	12000	25000	31000
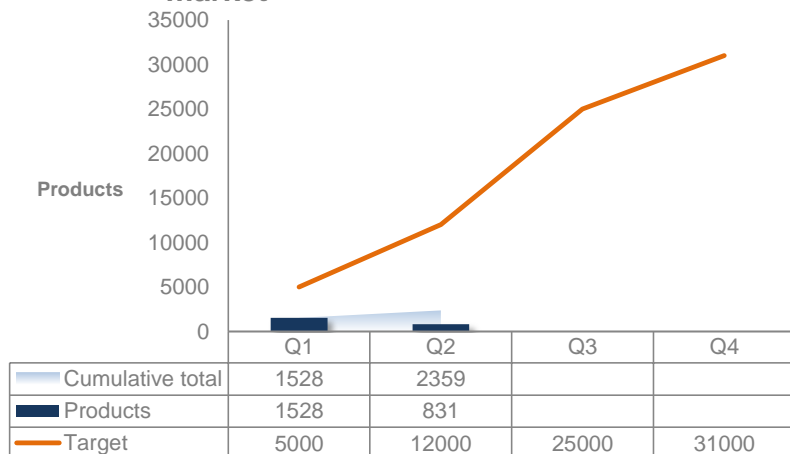
About the latest performance

2359 counterfeit and unsafe goods have been removed from the market so far this year. 1494 were removed as they were unsafe, which included the latest must have toys 'Squishems'. 865 items were removed from the market due to being counterfeit. We are behind target currently and have conducted a number of safety sampling projects with more still planned. We are also working with premises to bring them into compliance and ensure these venues are not knowingly or unknowingly trading in counterfeit or unsafe goods.

Unsafe and counterfeit goods removed from the market 2016/2018 (cumulative)

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Cumulative	17,669	21,907	22,685	27,292	22,916	32,863	33,537	40,620
	Reporting Year 2016/2017				Reporting Year 2017/2018			
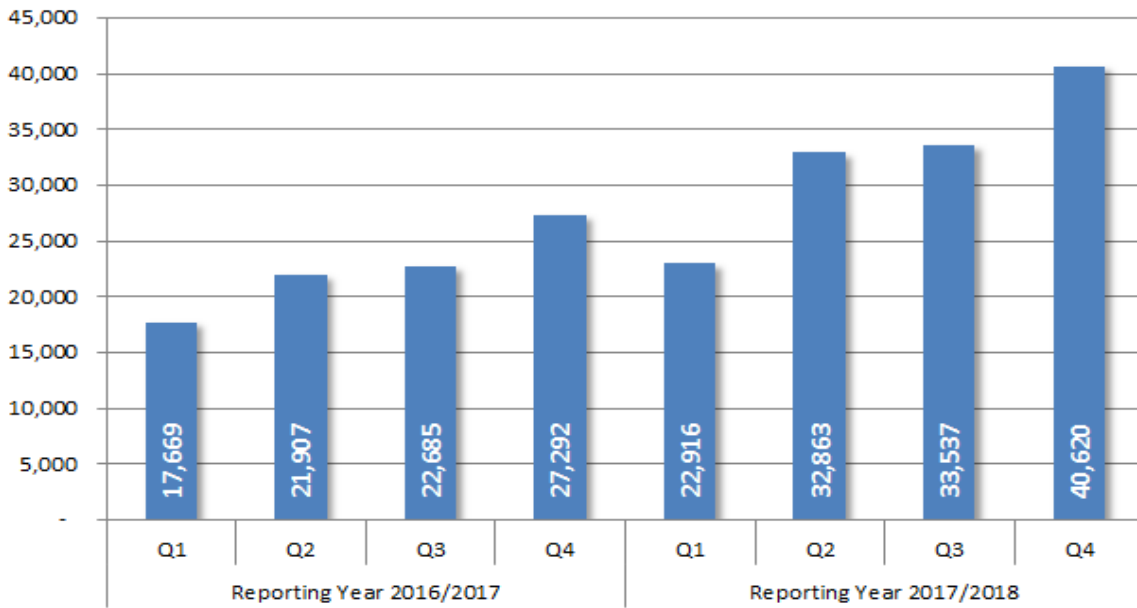
About the target

As larger numbers of goods enter the European market and may not conform to safety requirements, we aim to increase the number of unsafe and counterfeit products removed from the market in Lincolnshire and reduce the risk of harm to the potential end-user.

About the target range

Any increase in the number of unsafe or counterfeit products removed from the market would be seen as positive. The +/- 2% target range reflects potential fluctuations in market conditions. There is always the potential for anomalies and this can often depend on consumer trends such as a massively popular children's movie or the popularity of a 'must have' consumer item.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

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Working for a better future

Communities are safe and protected

The public are protected from unsafe and dangerous goods

High risk premises inspected by Trading Standards

This is a count of the number of premises that are categorised as 'High risk' that have been inspected by Trading Standards. A 'High risk' premises is one that has been categorised as such by the Food Standards Agency, the Department for Environment, Food and Rural Affairs (DEFRA), and the Better Regulation Delivery Office as requiring an annual compliance visit based upon an assessment of the risk posed to the public. Trading Standards then use a combination of this information combined with officer knowledge, the history of the premises over the last 12 months, and intelligence to create an inspection list for the year. Trading Standards will sometimes select premises that are not deemed 'high risk'. This could be due to local or national issues, e.g. we looked at a number of restaurants in previous years in light of the changes to allergen legislation. Trading Standards follow the principals set out in the DEFRA Framework Agreement, which was a working arrangement set up between Animal and Plant Health Agency (APHA)/DEFRA and Trading Standards several years ago. As well as identifying traditional 'high risk' premises it also identifies premises which are critical control points for disease and we try to focus resources on these.

A higher number of high risk premises inspected indicates a better performance.

✅ **Achieved**

113

Premises
**Cumulative Actual as at
September 2018**

⬇

70

Premises
**Cumulative Target as at
September 2018**

High risk premises inspected by Trading Standards

	Q1	Q2	Q3	Q4
Cumulative total	32	113		
Premises	32	81		
Target	30	70		
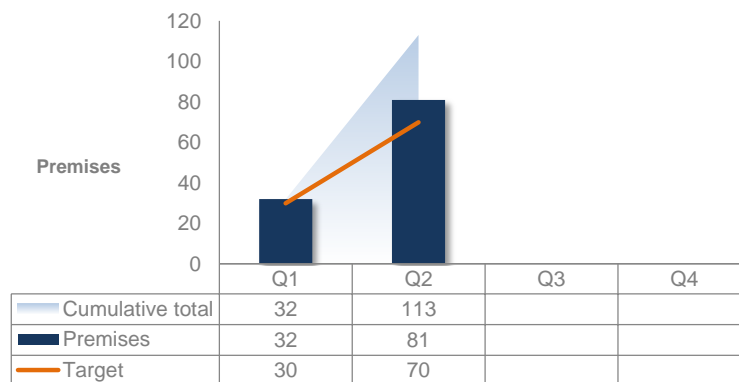
About the latest performance

We are currently ahead of target. So far this year we have conducted high risk inspections at 113 premises. Of these there were 14 programmed animal health inspections, 29 food inspections and 70 animal feed inspections. All figures quoted are high risk inspections planned at the beginning of the year. These figures do not include the additional reactive inspections as a result of complaints or intelligence. Each premises visited will only be counted once and, should further visits be required to ensure compliance, they will not be counted again in the reported figure.

High Risk Premises Inspected by Trading Standards (cumulative)

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Performance	33	81	152	208	81	137	280	358	29	66	152	263

Reporting Year 2015/2016   Reporting Year 2016/2017   Reporting Year 2017/2018

■ Performance   ── Linear (Performance)
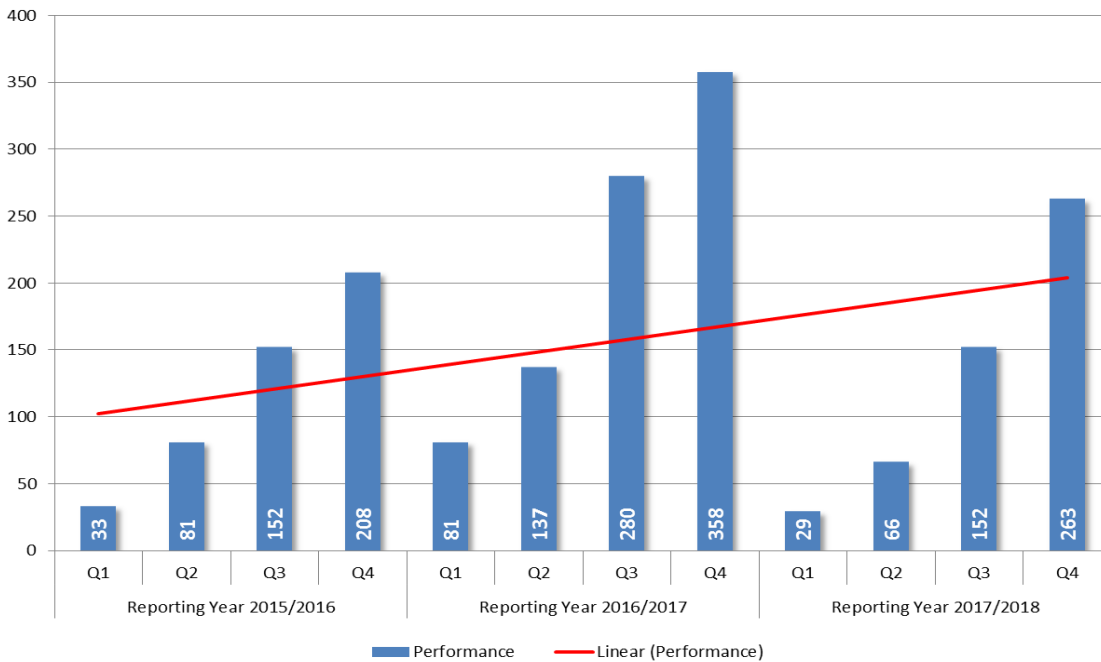
About the target

The target is the number of premises that are categorised as 'High risk' by the respective bodies. This can change annually depending on the number of businesses that are operating, some could cease trading and new businesses could emerge. The assessment by the respective bodies could also change.

About the target range

A target range of +/- 2% allows for some unpredictability in completion of planned inspections. This can be attributed to different factors such as cancellations, disease outbreak, ongoing investigations or premises that have ceased trading.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

![Lincolnshire County Council - Working for a better future]

Communities are safe and protected

Improve public safety by the reduction in drugs and alcohol misuse, focussed on town centre alcohol fuelled violence and anti-social behaviour, young people and drug misuse

Anti-social behaviour incidents reported to the police

This measure is a count of all Police recorded anti-social behaviour incidents. It is a contextual measure to be considered alongside the measure of alcohol related anti-social behaviour. It should be noted that this measure refers to Police recorded anti-social behaviour only and does not cover all anti-social behaviour occurring within Lincolnshire, for example, those incidents reported to District Councils or Housing providers are not included. A smaller number of anti-social behaviour incidents reported indicates a better performance.

➡ Measured ⬅

5,276
Incidents reported
Cumulative Actual as at September 2018

⬇

10,543
Incidents to date - 2018/19
Cumulative Actual as at September 2018

Anti-social behaviour incidents reported to the police

	Q1	Q2	Q3	Q4
Cumulative total	5,267	10,543		
Incidents reported	5,267	5,276		
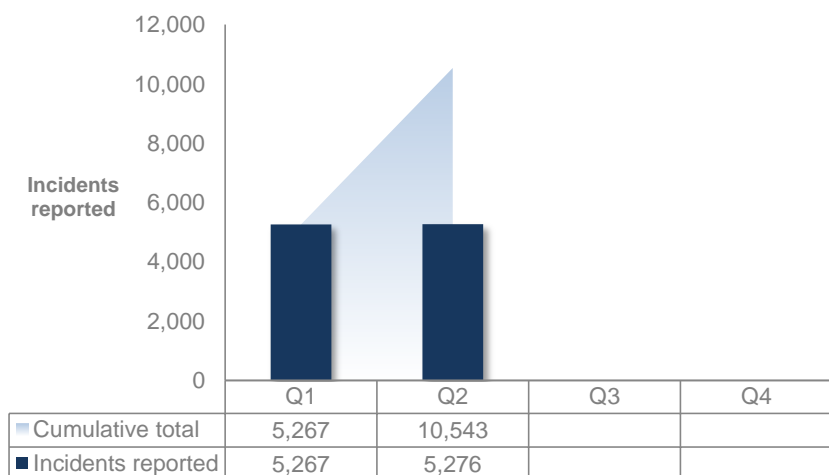
About the latest performance

Anti-social behaviour reported to the police is 12.5% lower than the same quarter last year (cumulative). This is due to a change in recording practices within the police. Partners have now commenced recording on a new case management system, introduced following a recent procurement exercise. The system will enhance partnership working in relation to addressing incidents of anti-social behaviour through improved information sharing.

Further details

No. of Anti-social behaviour incidents reported to the police

Bar chart with quarterly values:

Year	Q1	Q2	Q3	Q4
2013/2014	5,826	6,689	4,727	4,487
2014/2015	5,766	6,372	4,704	4,390
2015/2016	5,269	5,846	4,732	4,454
2016/2017	5,112	5,897	4,558	4,420
2017/2018	5,981	6,066	4,761	4,211

No. of Incidents   Linear (No. of Incidents)
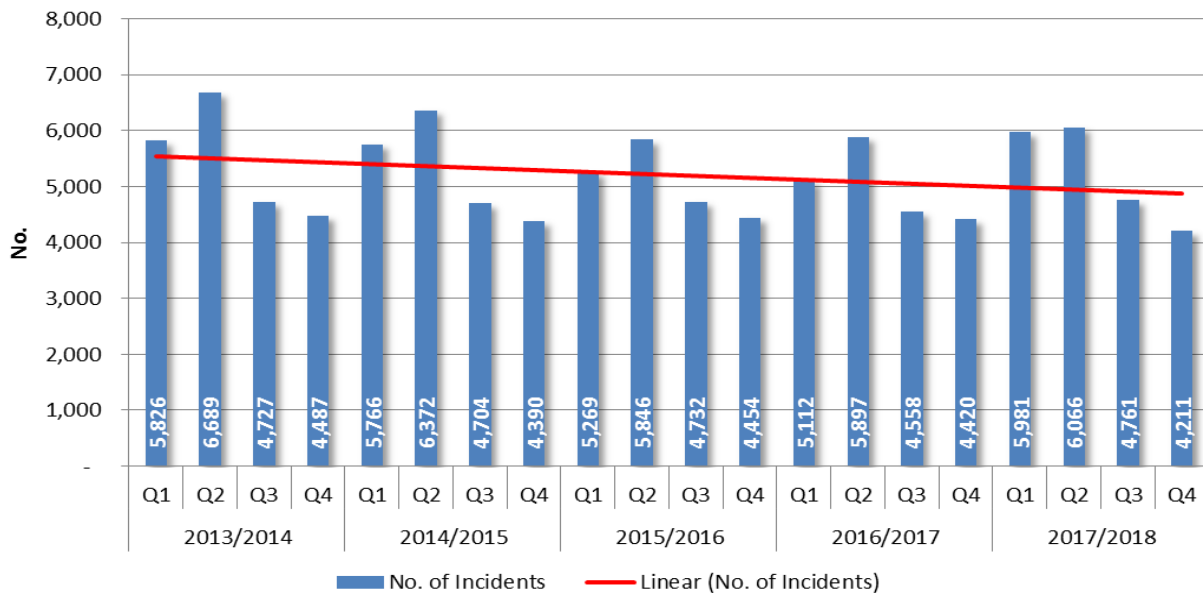
No. of Anti-social behaviour incidents reported to the police (annual total)

Year	No.
2013/2014	21,729
2014/2015	21,232
2015/2016	20,301
2016/2017	19,987
2017/2018	21,019

No. of Incidents   Linear (No. of Incidents)
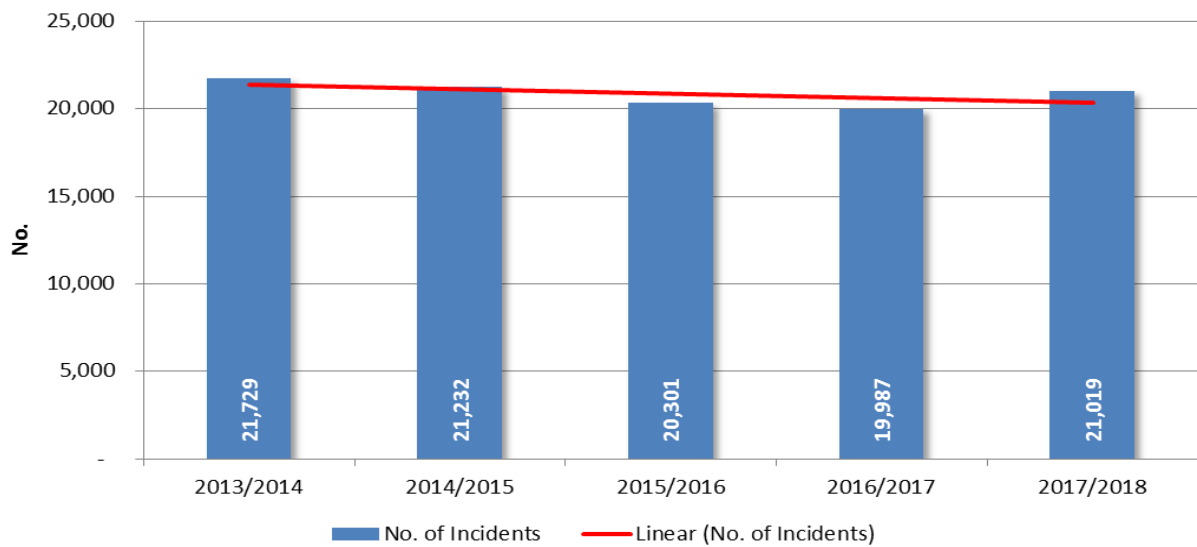
About the target

There is currently no active target set therefore this indicator is reported as measured.

About the target range

A target range is not applicable as this is a contextual measure.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

![Lincolnshire County Council - Working for a better future]

Communities are safe and protected

Improve public safety by the reduction in drugs and alcohol misuse, focussed on town centre alcohol fuelled violence and anti-social behaviour, young people and drug misuse

Alcohol related anti-social behaviour incidents

This measure is a count of Police recorded Anti Social Behaviour incidents. An Anti Social Behaviour incident is classed as alcohol-related if it fulfils one of the following criteria:
Where alcohol has been identified as contributing to the incident.
The incident is classed as either 'street drinking' or 'drunken behaviour'.
The caller's initial description of the incident contains the words 'drunk', 'drink', 'alcohol', 'intoxicated', or 'urinate'.
A lower number of alcohol related anti-social behaviour incidents indicates a better performance.

✅ Achieved

1,423
Incidents
Cumulative Actual as at September 2018

⬇

1,593
Incidents
Cumulative Target as at September 2018

Alcohol related anti-social behaviour incidents

	Q1	Q2	Q3	Q4
Cumulative total	655	1423		
Incidents	655	768		
Target	811	1593		
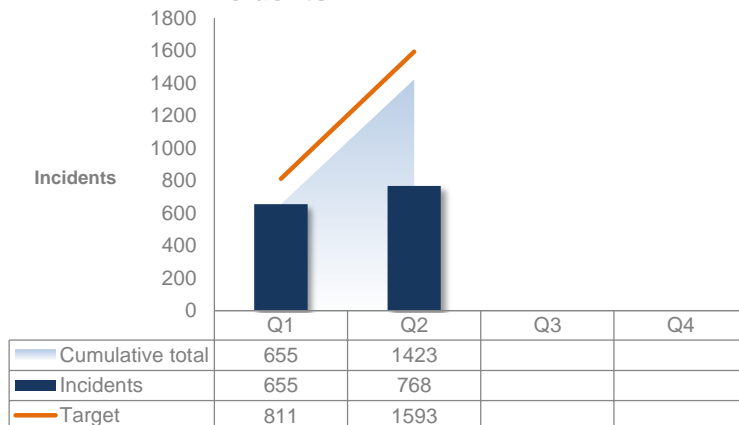
About the latest performance

There is a 15% drop in alcohol related anti-social behaviour compared to last year (comparing a cumulative figure of 1677 in Q2 2017/18, with a cumulative figure of 1423 in Q2 2018/19).The apparent decrease in alcohol-related anti-social behaviour (ASB) is due to a change in recording practices within the police and does not reflect a decrease in actual levels of ASB. As a result the data is no longer comparable to previous quarters and the service recommend that this measure is removed from the Council Business Plan.

Alcohol Related Anti-social Behaviour Incidents

Quarterly bar chart showing Quarterly Performance values:

Reporting Year 2014/2015				Reporting Year 2015/2016				Reporting Year 2016/2017				Reporting Year 2017/2018			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
962	1,160	707	615	908	1,011	794	629	766	915	642	530	854	823	594	514

Legend: Quarterly Performance — Linear (Quarterly Performance)

Alcohol Related Anti-social Behaviour Incidents
Annual Performance

2014/2015	2015/2016	2016/2017	2017/2018
3,444	3,342	2,853	2785

Legend: Performance — Linear (Performance)
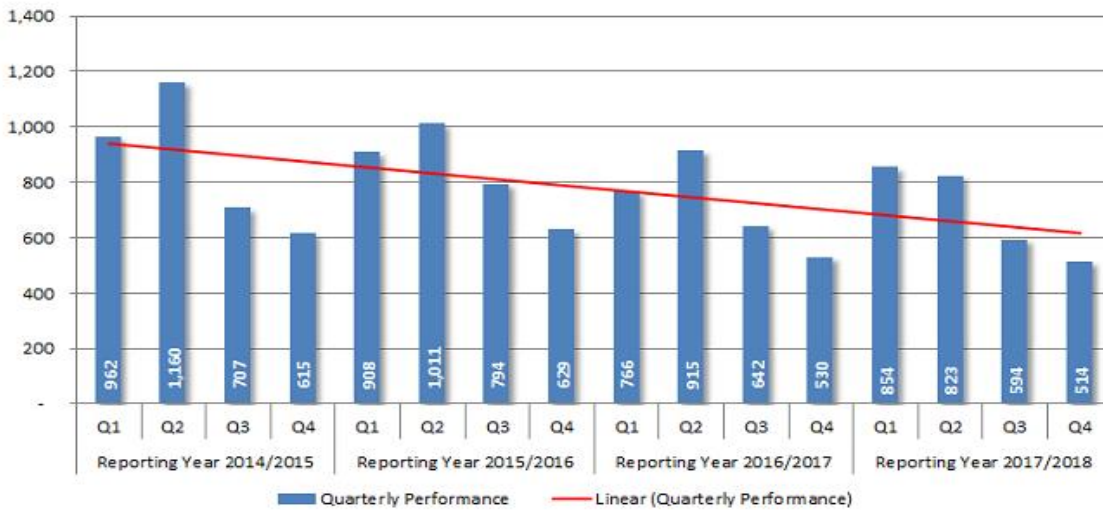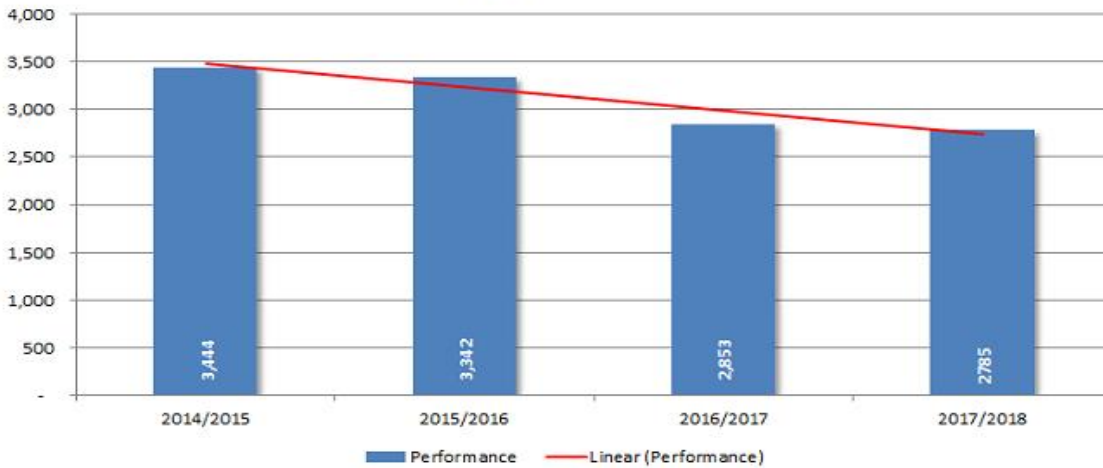
About the target

Decrease alcohol related anti-social behaviour by 5%. A large proportion of anti-social behaviour incidents are alcohol related. We want to reduce the impact that alcohol related anti-social behaviour has on individuals and communities by reducing the occurrence.

About the target range

The target range for this measure allows for a +/- 1% fluctuation against the target.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

![Lincolnshire County Council - Working for a better future]

Communities are safe and protected

Improve public safety by the reduction in drugs and alcohol misuse, focussed on town centre alcohol fuelled violence and anti-social behaviour, young people and drug misuse

Alcohol related violent crime incidents

This measure is a count of all Home Office notifiable violence against the person offences (excluding 'no crimes') where alcohol is identified as contributing to the incident. Violence against the person offences includes all assaults apart from sexual offences. This is not a statutory measure and is used as a local indicator only, Home Office notifiable offences refer to the offence classification. For more information about Home Office notifiable offences see: https://www.gov.uk/government/publications/counting-rules-for-recorded-crime.

A lower number of alcohol related violent crime incidents indicates a better performance.

❌ Not achieved

1,673

Incidents
Cumulative Actual as at September 2018

⬇

880

Incidents
Cumulative Target as at September 2018

Alcohol related violent crime incidents

	Q1	Q2	Q3	Q4
Cumulative total	907	1673		
Incidents	907	766		
Target	382	880		
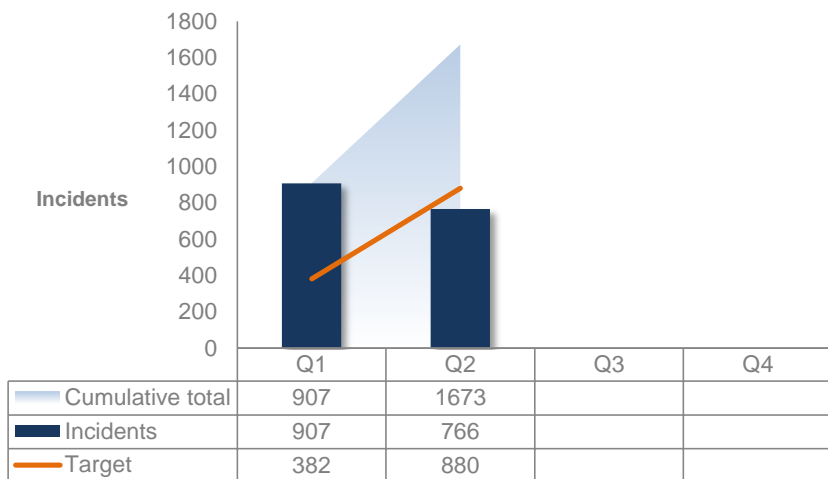
About the latest performance

There were 1673 incidents in Q2 against a target of 880, which is an increase in alcohol related violence of 81% compared with Q2 2017/2018 when 926 incidents were reported. The apparent increase in alcohol-related violence is due to a change in recording practices within the police and does not reflect an increase in actual levels of violence. As a result the data is no longer comparable to previous quarters and the service recommend that this measure is removed from the Council Business Plan.

Further details

Alcohol related violent crime incidents
Quarterly Performance

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	327	405	357	311	396	436	528	316	354	378	368	370	403	523	505	576

| Reporting Year 2014/2015 | Reporting Year 2015/2016 | Reporting Year 2016/2017 | Reporting Year 2017/2018 |

Quarterly Performance — Linear (Quarterly Performance)
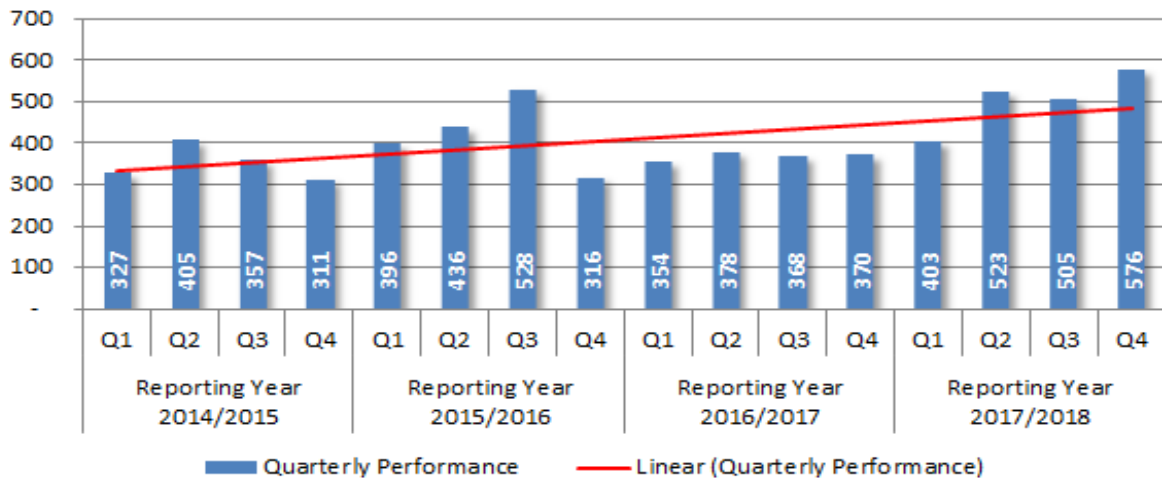
Alcohol related violent crime incidents
Annual Performance

2014/2015	2015/2016	2016/2017	2017/2018
1,400	1,676	1,470	2,007

Cumulative performance — Linear (Cumulative performance)
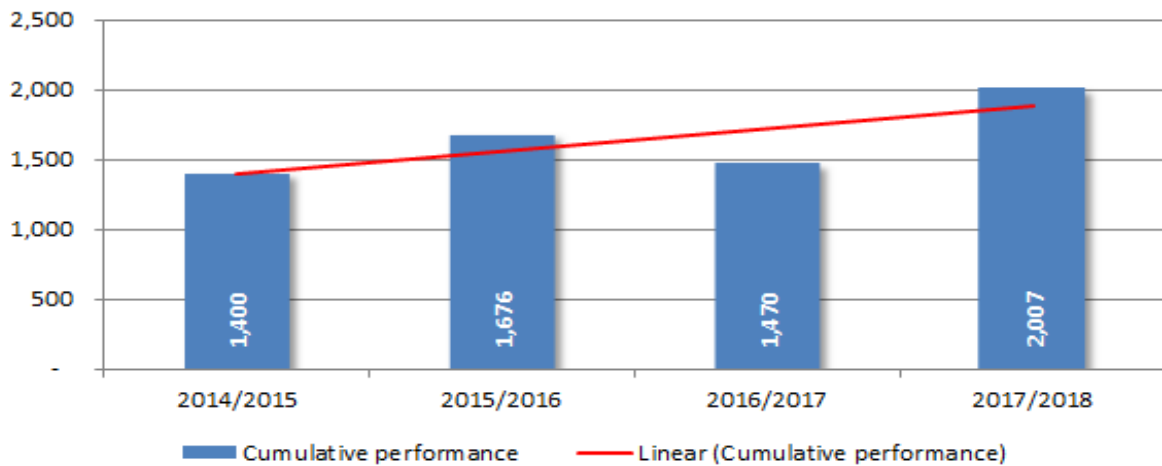
About the target

Decrease alcohol related violent crime by 5%. A significant number of violence against the person offences are alcohol related. Reducing alcohol related violent offences will help us make sure Lincolnshire is a safe place to live and visit.

About the target range

The target range for this measure allows for a +/- 1% fluctuation against the target.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

Communities are safe and protected

Increase public confidence in how we tackle domestic abuse

Reported incidents of domestic abuse

This measure is a count of all incidents reported to the Police where a Domestic Abuse Stalking and Harassment (DASH) risk assessment was completed. These risk assessments are performed in all incidents that meet the government's definition of domestic abuse:

"Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to: Psychological, Physical, Sexual, Financial and Emotional abuse.

A higher number of reported incidents of domestic abuse indicates a better performance. Domestic Abuse is under reported for many reasons. We take reports of Domestic Abuse seriously and encourage reporting to the Police therefore an increase in reporting is to be seen as a positive, as it allows us to reach more people who need support.

✅ Achieved

5,233

Incidents
Cumulative Actual as at September 2018

⬇

4,947

Incidents
Cumulative Target as at September 2018

Reported incidents of domestic abuse

	Q1	Q2	Q3	Q4
Cumulative total	2530	5233		
Incidents	2530	2703		
Target	2460	4947		
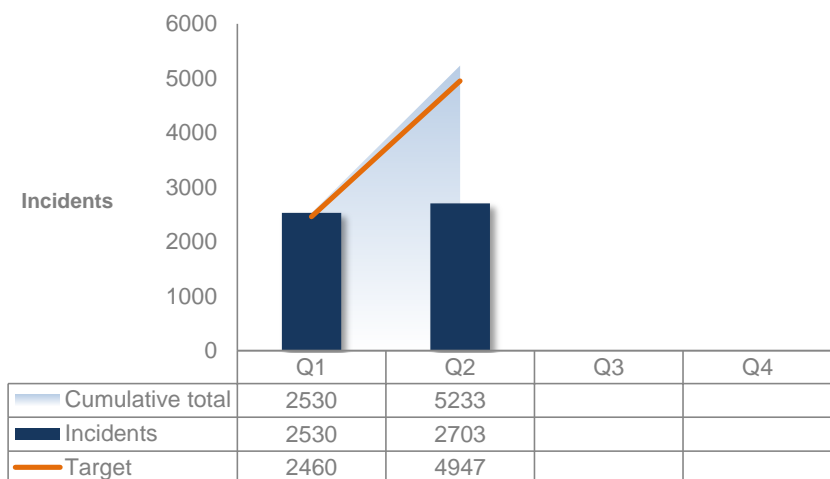
About the latest performance

The cumulative number of incidents reported has increased by approximately 8% compared to the same quarter last year. More reported incidents of domestic abuse is to be seen as positive as it allows us to reach more people who need support. Lincolnshire County Council has recently re-commissioned domestic abuse services with increased capacity to support victims.

Further details

Reported Incidents of Domestic Abuse
Quarterly Performance

| | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Quarterly Performance | 2,666 | 2,849 | 2,424 | 2,391 | 2,551 | 2,542 | 2,473 | 2,440 | 2,433 | 2,656 | 2,307 | 2,142 | 2,412 | 2,438 | 2,399 | 2,276 |

Reporting Year 2014/2015 · Reporting Year 2015/2016 · Reporting Year 2016/2017 · Reporting Year 2017/2018

Quarterly Performance ── Linear (Quarterly Performance)
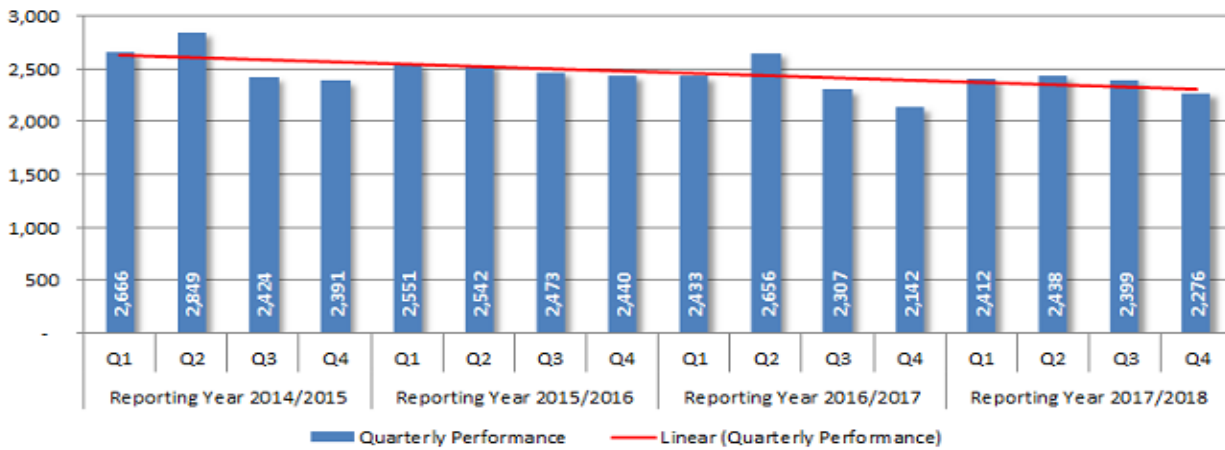
Reported Incidents of Domestic Abuse
Annual Performance

| 2014/2015 | 2015/2016 | 2016/2017 | 2017/2018 |
| 10,327 | 10,006 | 9,538 | 9,525 |
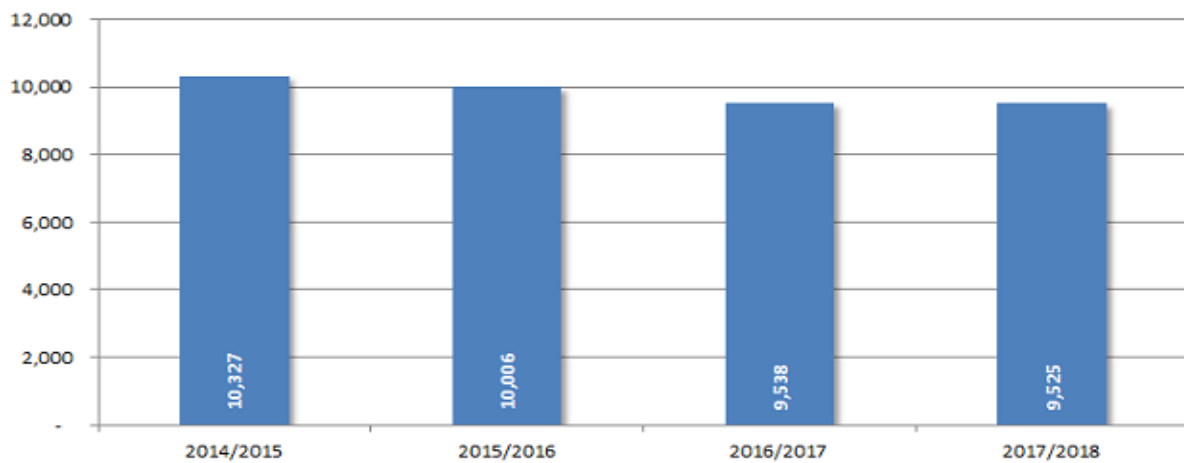
About the target

Our aim is to increase reports of domestic abuse to the Police by 3%. Any increase in reports of domestic abuse to the Police will allow us to reach more people who need support.

About the target range

The target range for this measure allows for a +/- 0.5% fluctuation against the target.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

Lincolnshire
COUNTY COUNCIL
Working for a better future

Communities are safe and protected

Increase public confidence in how we tackle domestic abuse

Domestic Homicides

A Domestic Homicide is identified by the Police and refers to when someone has been killed as a result of domestic violence. The Police will identify and then notify the Chair of the Community Safety Partnership (CSP) of a domestic homicide and the decision is then made whether or not a Domestic Homicide Review should be undertaken.

A Domestic Homicide Review (DHR) is a review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by:

(a) a person to whom he was related or with whom he was or had been in an intimate personal relationship, or

(b) a member of the same household as himself, held with a view to identifying the lessons to be learnt from the death.

This measure is a count of the Police notified Domestic Homicides, regardless of whether the decision is made to conduct a DHR or not.

When the decision is made to undertake a DHR, the timeframe for completion will vary on a case by case basis. Once the case has been completed and approved by the Home Office, lessons learnt are shared and managed by the Safer Lincolnshire Partnership (SLP) and the DHR is published on the SLP website.

➡ **Measured** ⬅

0

Incidents
Quarter 2 September 2018

⬇

2

Incidents to date - 2018/19
Cumulative Actual as at September 2018

Domestic Homicides

Incidents

	Q1	Q2	Q3	Q4
Cumulative total	2	2		
Quarterly total	2	0		
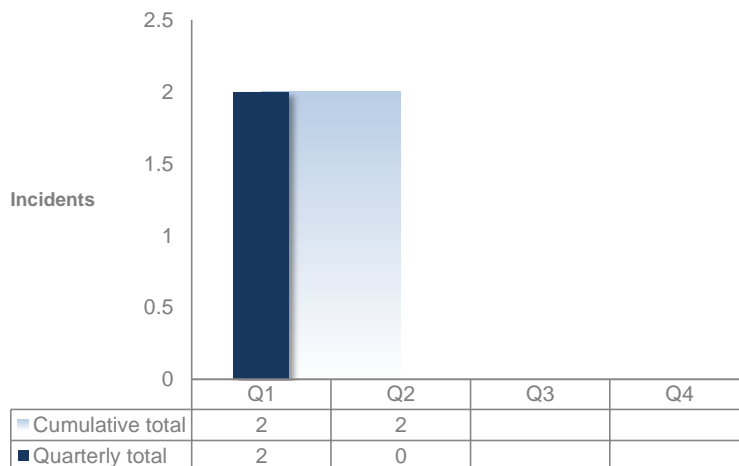
About the latest performance

There have been no Domestic Homicides recorded in Quarter 2. Each death will be fully reviewed and lessons shared.

Further details

	2013/2014	2014/2015	2015/2016	2016/2017	2017/2018
Domestic Homicides	1	1	1	5	2

About the target

It is not appropriate to set a target for this measure however early intervention and a multi-agency approach to Domestic Abuse across Lincolnshire means our objective is to have no Domestic Homicides.

About the target range

A target range is not applicable as this is a contextual measure.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

Lincolnshire
COUNTY COUNCIL
Working for a better future

	Communities are safe and protected

Increase public confidence in how we tackle domestic abuse

Repeat referrals of Domestic Abuse to MARAC

The Multi-Agency Risk Assessment Conference (MARAC) is a meeting where key agencies formulate action plans to help protect victims of domestic abuse who are at a high risk of murder or serious harm. Local agencies refer high risk victims to MARAC following completion of a Domestic Abuse Stalking and Harrassment (DASH) risk assessment. Following being heard at MARAC, if within 12 months there is a further serious incident reported to the police or a disclosure received by any of the agencies the victim is to be referred back to the MARAC as a 'repeat'. This measure is a count of repeat referrals to MARAC expressed as a percentage of the total MARAC referrals on a rolling 12 month basis; there is no time lag associated with this measure therefore the data reported relates directly to the preceding 12 reporting months. Although this measure is used as a proxy for repeat victims of domestic abuse, it does not provide a full or accurate picture of repeat victimisation. MARAC covers high risk domestic abuse victims who account for less than 8% of all reported incidents of domestic abuse. This disproportion means that there are likely to be higher numbers of repeat victims than can be detected in the MARAC data.

A lower number of repeat referrals of Domestic Abuse to MARAC indicates a better performance.

	Measured	

21.3
%
Oct 2017 - Sept 2018

↓

20.8
%
Jul 2017 - Jun 2018

Repeat referrals of Domestic Abuse to MARAC

	Jul 2017 - Jun 2018	Oct 2017 - Sept 2018	Jan 2018 - Dec 2018	Apr 2018 - Mar 2019
Percentage	20.8	21.3		
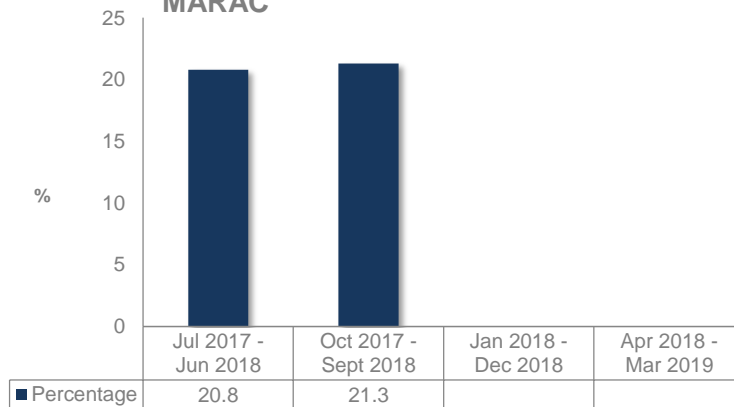
About the latest performance

There has been an increase of 0.5 percentage points in the number of MARAC repeat referrals compared with Quarter 1 2018/19. The total amount of referrals have increased in this quarter, however both the numerator (number of repeat referrals in the rolling 12 month period) and denominator (total number of referrals in the rolling 12 month period) have increased at a fairly even rate. For this period, 139 referrals were repeat referrals, out of 653 referrals in total.

Repeat Referrals of Domestic Abuse to MARAC

Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
19.2	20.0	18.1	19.9	17.9	17.8	18.1	20.4	23.9	23.5	24.2	23.7
Reporting Year 2015/2016				Reporting Year 2016/2017				Reporting Year 2017/2018			
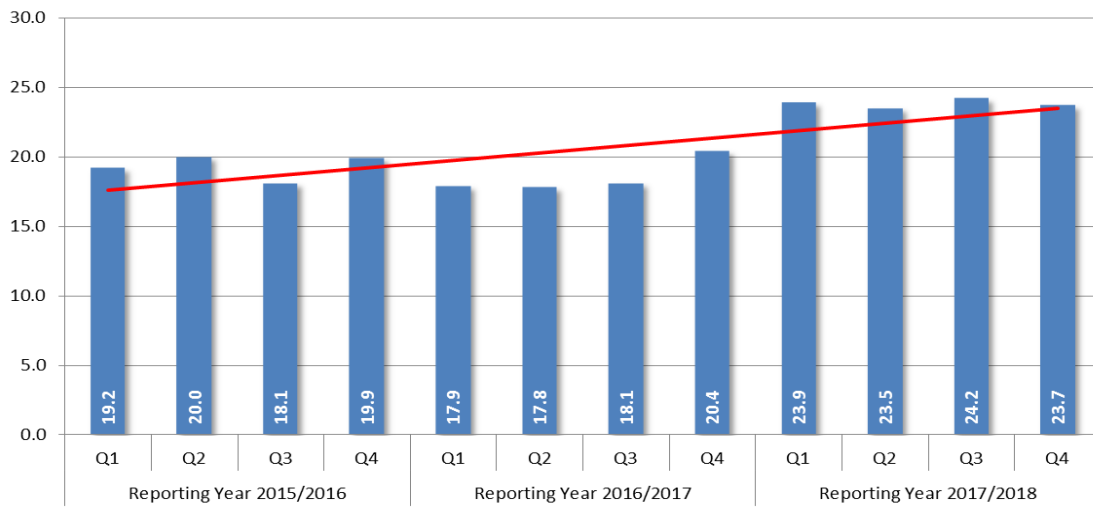
About the target

There is currently no active target set and therefore this indicator is reported as measured.

About the target range

A target range is not applicable as this is a contextual measure.

About benchmarking

It is not appropriate to benchmark this measure.

![Lincolnshire County Council - Working for a better future]

Communities are safe and protected

Reduce the number of people killed and seriously injured on Lincolnshire's roads

People killed or seriously injured in road traffic collisions

Data is reported by calendar year, with 3 month (1 quarter) lag. Revisions in previously reported data can sometimes occur when the reported severity of an injury can increase or decrease (For example an injury may worsen over time or an unreported injury is later found). Subsequent quarter cumulative totals may include revised figures from previous quarters.

➡️ Measured ⬅️

130

Casualties
April to June 2018

⬇️

113

Casualties
January to March 2018

People killed or seriously injured in road traffic collisions

	Jan-Mar 2018	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018
Cumulative total	113	243		
Casualties	113	130		
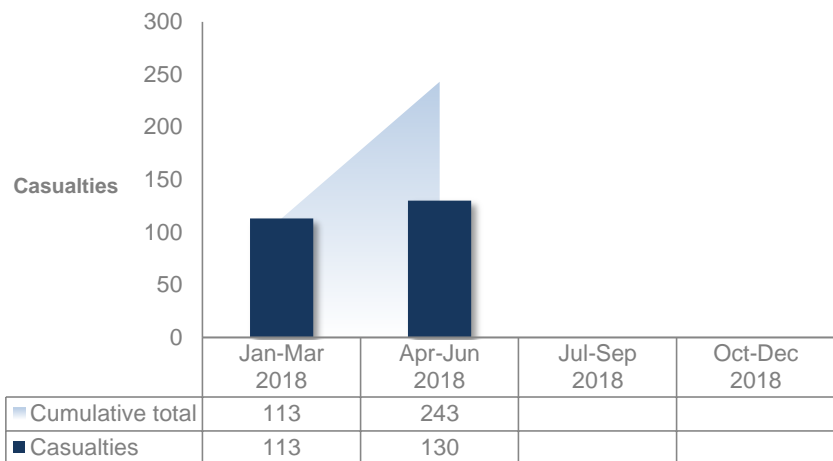
About the latest performance

This figure is higher than the first quarter of 2018, but is consistent with the same quarter of 2017. However, analysis of collision and casualty data does not indicate any clear commonality or patterns. The overall KSI's are mirrored across all user groups such as car drivers, motorcyclists, pedestrians etc.

Further details

KSI (All casualties) 2009 -2017

	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
2009	84	115	125	135
2010	89	120	143	110
2011	98	106	151	128
2012	91	110	116	109
2013	82	86	145	102
2014	99	103	95	101
2015	56	103	100	60
2016	92	95	146	108
2017	122	123	167	152

Series1 — Linear (Series1)

KSI (All casualties) 2009-2017
Annual

2009	2010	2011	2012	2013	2014	2015	2016	2017
459	462	483	426	415	398	319	441	564

KSI — Linear (KSI)

About the target

It is not appropriate to set a target for this measure however the Lincolnshire Road Safety Partnership want to see a 20% reduction over 10 years from the 2010/2012 annual average.

About the target range

A target range is not applicable as this is a contextual measure.

About benchmarking

The Department for Transport publish data which allow comparisons to be made with other Councils. Comparison has been made against the CIPFA group of local authorities. The Chartered Institute of Public Finance and Accountancy (CIPFA) facilitates benchmarking services to enable Local Authority performance to be monitored against other similar local authorities. We benchmark against other Local Authorities within our CIPFA Group of 16 authorities.

KSI Casualties Comparison 2016

Authority	KSI Casualties
Devon	525
North Yorkshire	489
Nottinghamshire	455
Lincolnshire	441
Cheshire	438
Norfolk	406
Derbyshire	390
Warwickshire	377
Leicestershire	328
Northamptonshire	322
Suffolk	307
Cumbria	301
Cornwall	299
Gloucestershire	279
Worcestershire	232
Shropshire	223
Northumberland	185
Herefordshire	99

Communities are safe and protected

Reduce the number of people killed and seriously injured on Lincolnshire's roads

Children killed or seriously injured in road traffic collisions

Data is reported by calendar year, with 3 month (1 quarter) lag. Revisions in previously reported data can sometimes occur when the reported severity of an injury can increase or decrease (For example an injury may worsen over time or an unreported injury is later found). Subsequent quarter cumulative totals may include revised figures from previous quarters.

Measured

10

Casualties
April to June 2018

4

Casualties
January to March 2018

Children killed or seriously injured in road traffic collisions

	Jan-Mar 2018	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018
Cumulative total	4	14		
Casualties	4	10		
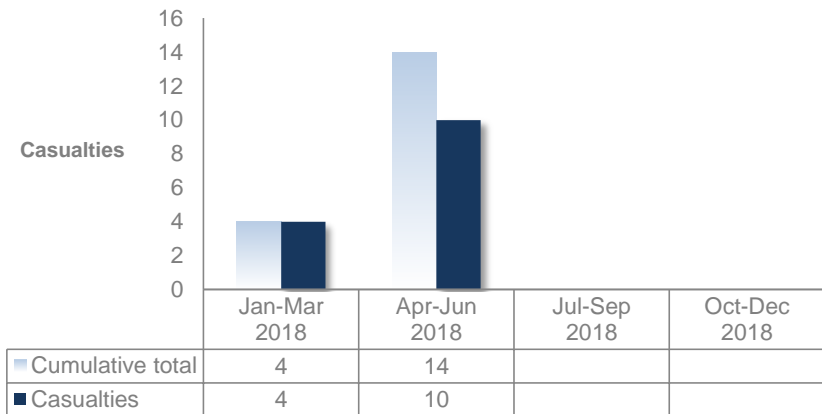
About the latest performance

This figure is higher than the first quarter of 2018 and is slightly higher than the same quarter of 2017. However, analysis of collision and casualty data does not indicate any clear commonality or patterns. The overall KSI's are mirrored across all user groups such as car drivers, motorcyclists, pedestrians etc.

Please note: Quarter totals may be revised when official figures are released by the Department for Transport.

KSI (Child casualties) 2009 -2017

KSI (Child casualties) 2009-2017 Annual

About the target

It is not appropriate to set a target for this measure however the Lincolnshire Road Safety Partnership want to see a 20% reduction over 10 years from the 2010/2012 annual average.
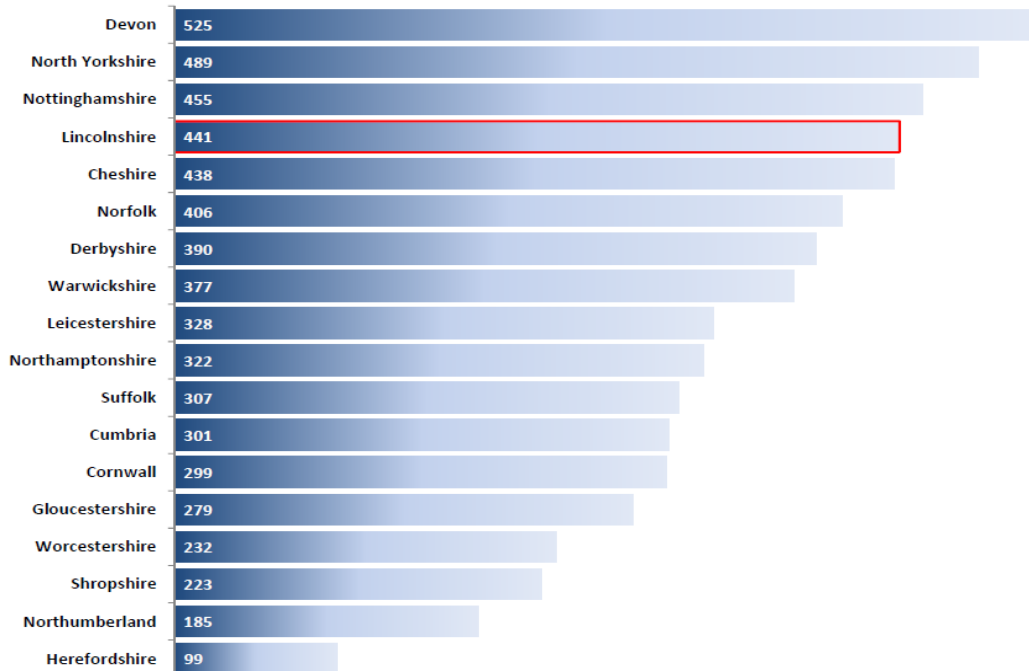
About the target range

A target range is not applicable as this is a contextual measure.

About benchmarking

The Department for Transport publish data which allow comparisons to be made with other Councils. Comparison has been made against the CIPFA group of local authorities. The Chartered Institute of Public Finance and Accountancy (CIPFA) facilitates benchmarking services to enable Local Authority performance to be monitored against other similar local authorities. We benchmark against other Local Authorities within our CIPFA Group of 16 authorities.

Child (0 - 15) KSI Casualties Comparison 2016

Authority	Value
Cheshire	35
Northamptonshire	35
Warwickshire	27
Nottinghamshire	26
Lincolnshire	26
Derbyshire	26
Leicestershire	23
Devon	22
Cumbria	22
Worcestershire	22
Gloucestershire	20
Norfolk	19
Suffolk	19
North Yorkshire	16
Cornwall	9
Northumberland	8
Herefordshire	8
Shropshire	6

Lincolnshire
COUNTY COUNCIL
Working for a better future
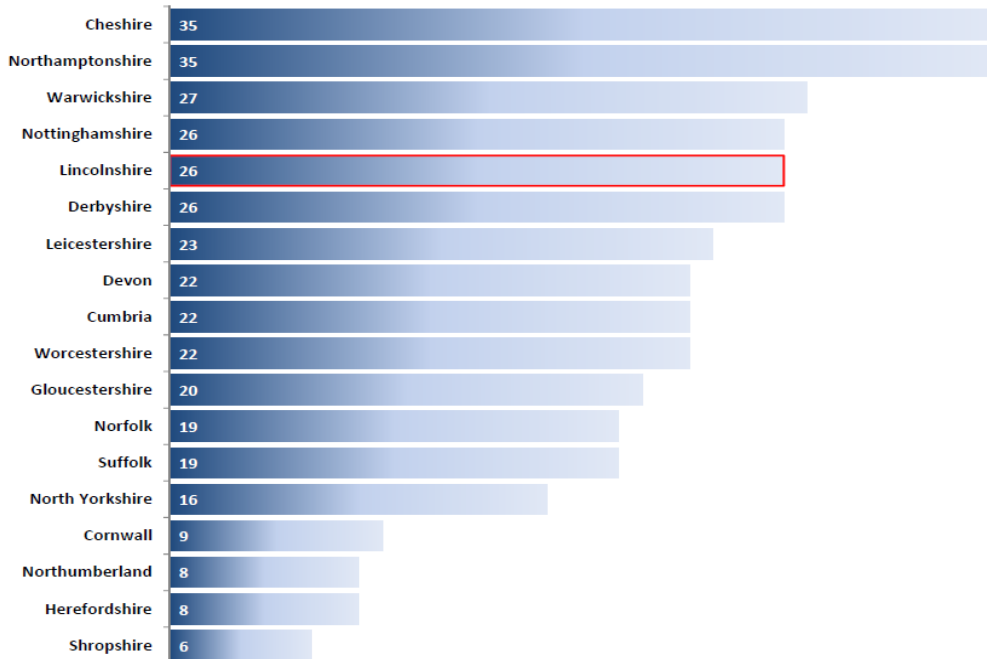
Communities are safe and protected

Reduce adult reoffending

Adults Reoffending

This is a measure of adult reoffending rates over a 3 month rolling period. Data is reported quarterly, with a 3 month (1 quarter) lag. Offenders who are formally informed by Lincolnshire Police that they will be recorded as being responsible for committing a crime over a 12 month period are included in the denominator. This includes the following resolution outcomes:
- Charge/summons
- Adult/youth caution
- Penalty Notices for Disorder
- Cannabis Warning
- Community Resolution
- Taken into consideration
- Prosecution not in the public interest (CPS)
- Formal action against the offender is not in the public interest (police)

The numerator is then the number of those offenders who commit another offence in Lincolnshire during a 12 month follow-up period that leads to the offender being informed by the police that they will be recorded as being responsible for the crime. The data is reported cumulatively. This measure is local to Lincolnshire, it does not replace the existing or forthcoming Ministry of Justice Reoffending Rate but is meant to compliment and allow more timely and practical analysis. The methodology is intended to mirror the format of the revised Ministry Of Justice Reoffending Rate which will be used from October 2017, however the final figures will not be the same due to slightly different cohort compositions.
A lower percentage of adult reoffenders indicates a better performance.

✗ Not achieved

30.0
% of reoffenders
Quarter 1 June 2018

⬇

28.7
% of reoffenders
Target for June 2018

Adults Reoffending
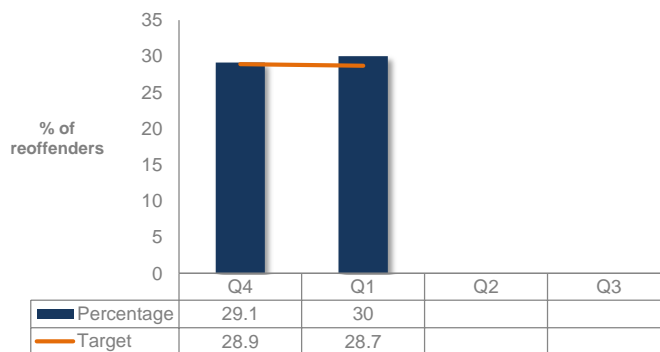
	Q4	Q1	Q2	Q3
Percentage	29.1	30		
Target	28.9	28.7		

About the latest performance

Between April 2017 and June 2017 there were 1,548 adult offenders (the cohort). In the 12 months following identification (between April 2017 to June 2018), of those 1,548 adult offenders, 465 re-offended resulting in the 30.0% adult re-offending rate. On average, each reoffender committed 3.6 additional crimes within twelve months of their index offence. The most prolific offenders continue to be adopted by the ARC (Assisting Rehabilitation through Collaboration) scheme.

Page 109

Further details

Percentage of Adults Reoffending

Performance values by quarter:
- 2015/2016: Q1 31.2, Q2 31.5, Q3 31.6, Q4 31.7
- 2016/2017: Q1 31.9, Q2 30.1, Q3 29.2, Q4 29.5
- 2017/2018: Q1 29.3, Q2 28.3, Q3 28.4

Legend: Performance, Linear (Performance)
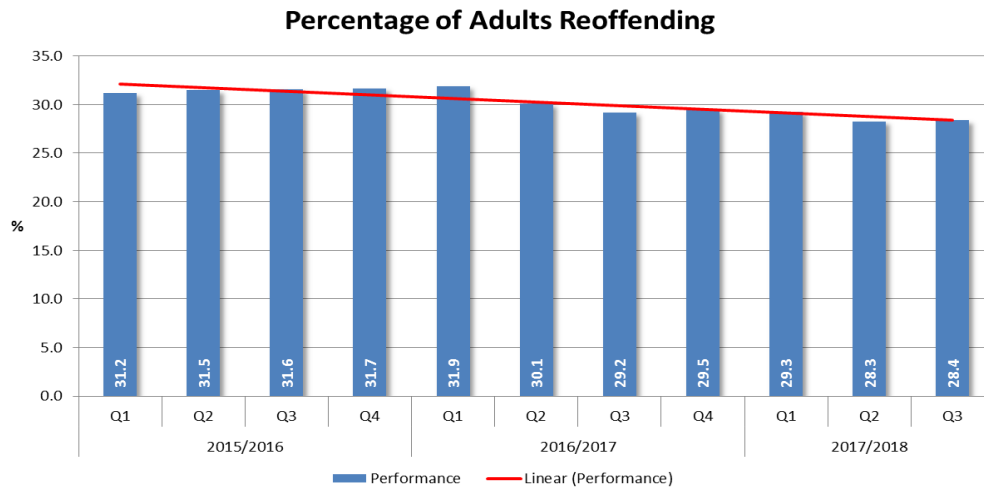
About the target

The reducing reoffending objective, as a result of the national rehabilitating offending agenda, has made a fundamental shift moving forward. One of the key objectives is to reduce adult reoffending by 2% which will be achieved by renewed focus, engagement and effective multi-agency working.

About the target range

The target range for this measure allows for a fluctuation of +/- 0.5 percentage points.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

Lincolnshire
COUNTY COUNCIL
Working for a better future

Communities are safe and protected

Reduce fires and their consequences

Primary fires

Number of incidents of fires involving property (i.e. buildings, vehicles, recycling banks, caravans etc.); and/or casualties, fatalities or rescues; and/or five or more pumping appliances where the Fire Service attended (per 100,000 population).
Numerator is the number of primary fires.
Denominator is the population of Lincolnshire.
The rate per 100,000 population is calculated as follows:
Numerator divided by the denominator multiplied by 100,000.
A lower rate of primary fires per 100,000 population indicates a better performance.

❌ Not achieved

85.20

Per 100,000 population
Cumulative Actual as at September 2018

⬇

76.27

Per 100,000 population
Cumulative Target as at September 2018

Primary fires

Per 100,000 population

	Q1	Q2	Q3	Q4
Cumulative total	35.54	85.20		
Rate	35.54	49.65		
Target	36.86	76.27		
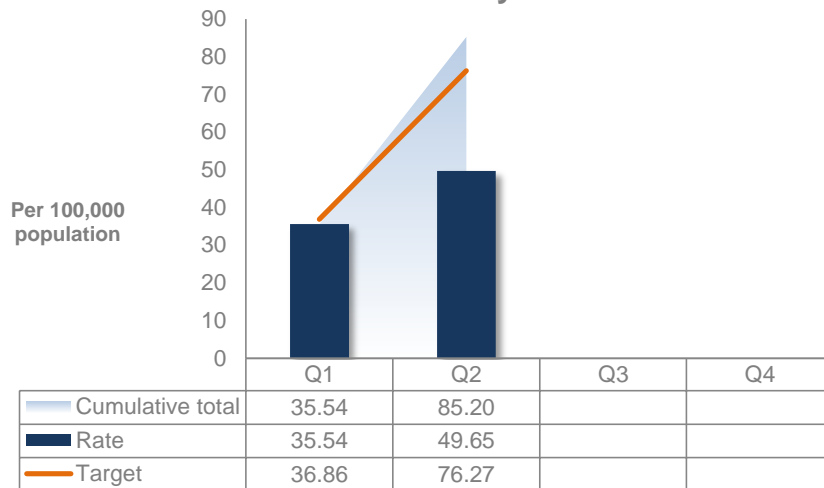
About the latest performance

We are currently behind target and have also seen an increase of 39 primary fires compared to quarter 2 last year (up from 601 to 640). This increase is due to a rise in fires involving farm related property types (farm buildings, equipment, vehicles and haystacks/crops) which have more than doubled (up from 56 to 116). This increase occurred during July and August when the country experienced a long spell of hot temperatures coupled with very dry weather. During this time we conducted a continuous media campaign to promote the dangers and increased risk associated with the long spell of hot temperatures. On a positive note however, we have seen a reduction in the number of dwelling fires – down from 202 during quarter 2 last year to 185 this year (8.4% reduction).

Primary Fires (Actual Numbers)

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Primary Fires	207	312	251	241	283	319	260	268	250	310	255	227	319	282	259	233
	Reporting Year 2014/2015				Reporting Year 2015/2016				Reporting Year 2016/2017				Reporting Year 2017/2018			

■ Primary Fires ── Linear (Primary Fires)

Primary Fires (Actual Numbers - Annual)

	2014/2015	2015/2016	2016/2017	2017/2018
Primary Fires	1,011	1,130	1,042	1,093
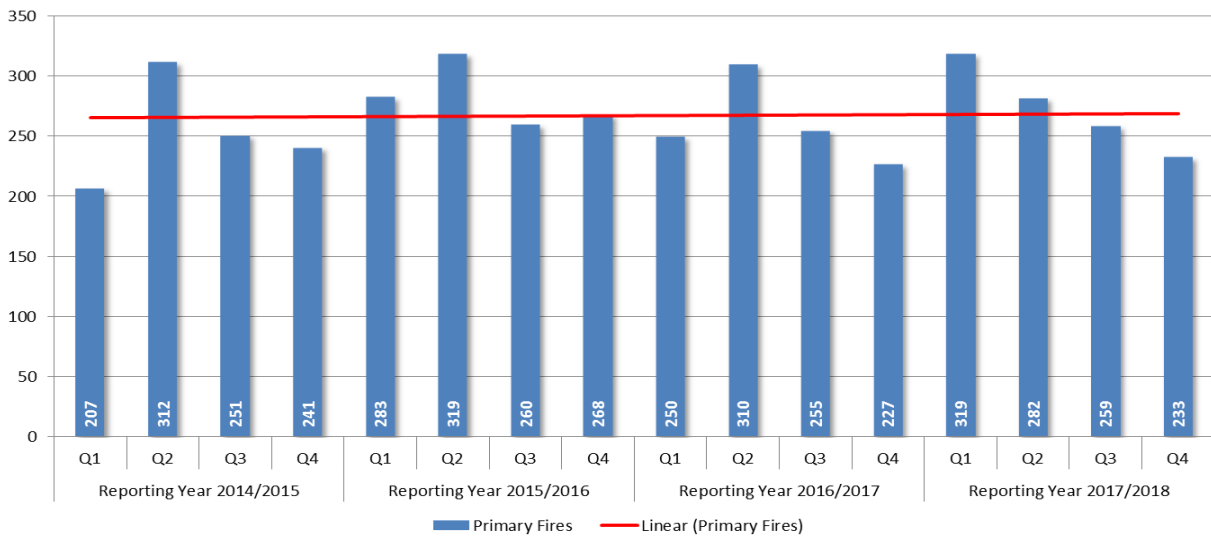
■ Primary Fires ── Linear (Primary Fires)
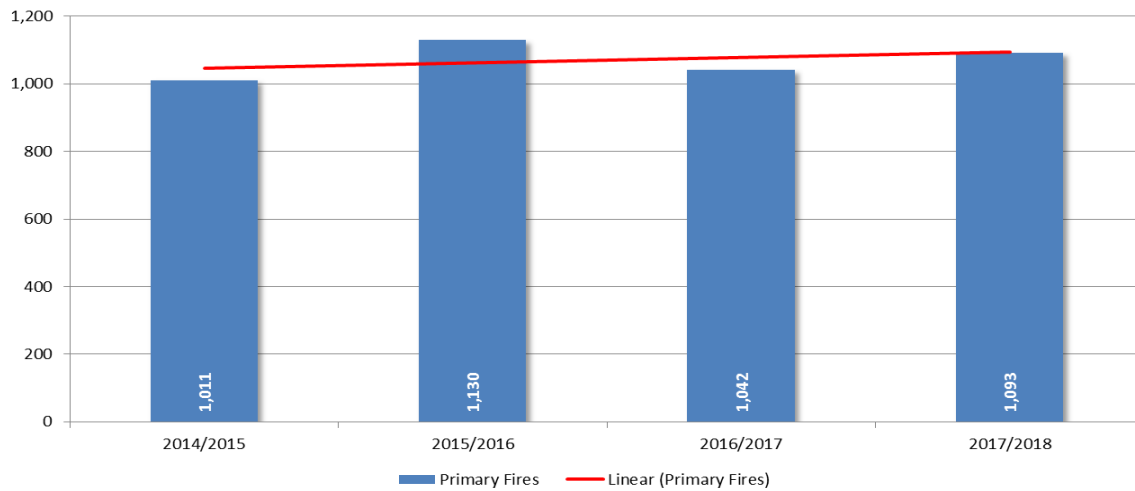
About the target

The target is set to aim for continuous improvement, including the following factors: 1) Progress towards 2020 Vision targets, 2) The results of our performance last year, 3) Our Service priorities and 4) Drive for continuous improvement.

About the target range

A target range of 2% either side of the likely number of incidents at the end of the year.

About benchmarking

Benchmarking data for this measure is not available

![Lincolnshire County Council - Working for a better future]

Communities are safe and protected

Reduce fires and their consequences

Fire fatalities in primary fires

Number of fatalities from primary fires where the Fire Service attended (per 100,000 population).
Numerator is the number of fire fatalities in primary fires.
Denominator is the population of Lincolnshire.
The rate per 100,000 population is calculated as follows:
Numerator divided by the denominator multiplied by 100,000.

➡ Measured ⬅

0.13

Per 100,000 population
Cumulative Actual as at September 2018

⬇

0.40

Per 100,000 population
Quarter 2 September 2017

Fire fatalities in primary fires

Per 100,000 population	Q1	Q2	Q3	Q4
Cumulative total	0.13	0.13		
Rate	0.13	0.00		
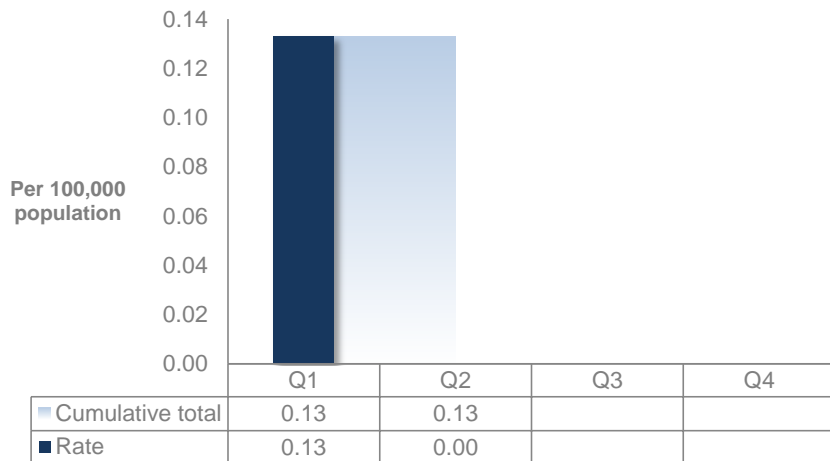
About the latest performance

There has been one fire fatality during the first six months of the year which is a reduction compared with quarter 2 last year. This resulted from an accidental dwelling fire that was caused by a faulty electrical item. We are engaged in a national programme to educate members of the community of the need to register electrical appliances to ensure they conform to the highest safety standards. The property where the fire occurred had a working smoke alarm at the time of the fire, which operated and raised the alarm.

Fire Fatalities in Primary Fires
(Actual Numbers)
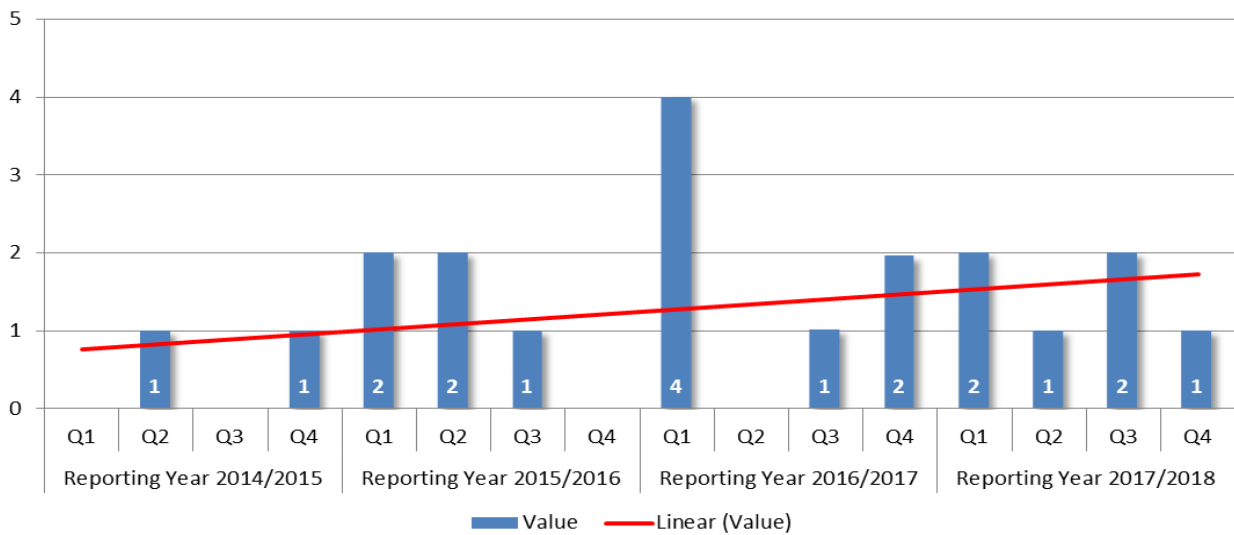
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Value		1		1	2	2	1		4		1	2	2	1	2	1

Reporting Year 2014/2015 | Reporting Year 2015/2016 | Reporting Year 2016/2017 | Reporting Year 2017/2018

Value — Linear (Value)

Fire Fatalities in Primary Fires
(Actual Numbers - Annual)

2014/2015	2015/2016	2016/2017	2017/2018
2	5	7	6

■ Value
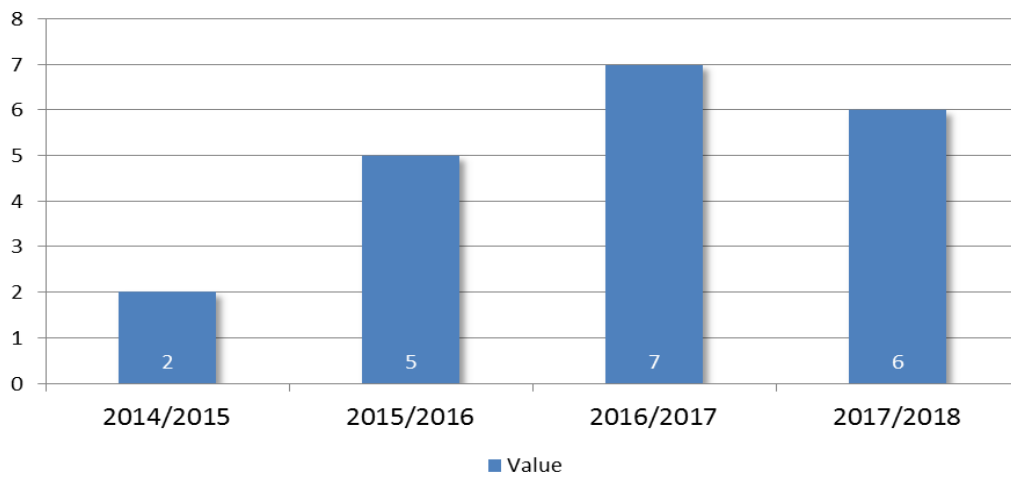
About the target

It is not appropriate to set a target for this measure.

About the target range

A target range is not applicable as this is a contextual measure.

About benchmarking

Benchmarking data for this measure is not available

Communities are safe and protected

Reduce fires and their consequences

Deliberate primary fires

Number of incidents of fires involving property (for example buildings, vehicles, recycling banks, caravans and so on); and/or casualties, fatalities or rescues; and/or five or more pumping appliances where the Fire Service attended & determined that the cause of the fire was deliberate/malicious intent (per 10,000 population).
Numerator is the number of deliberate primary fires.
Denominator is the population of Lincolnshire.
The rate per 10,000 population is calculated as follows: Numerator divided by the denominator multiplied by 10,000.
A lower rate of deliberate primary fires per 10,000 population indicates a better performance.

✔ Achieved

1.69
Per 10,000 population
Cumulative Actual as at September 2018

⬇

1.67
Per 10,000 population
Cumulative Target as at September 2018

Deliberate primary fires
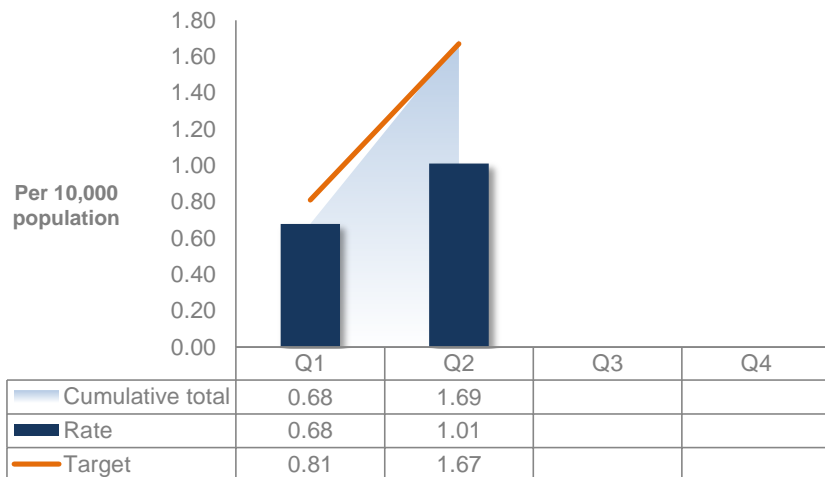
Per 10,000 population

	Q1	Q2	Q3	Q4
Cumulative total	0.68	1.69		
Rate	0.68	1.01		
Target	0.81	1.67		

About the latest performance

We are within the tolerance range of our target and when we compare to quarter 2 last year, we have seen a reduction of 13% (down from 146 to 127) in the number of deliberate primary fires. The most notable reductions have been in deliberate fires involving vehicles (down from 71 at quarter 2 last year to 57 this year) & in Prisons (down from 10 last year to only 2 this year). There have been a number of convictions as a result of joint working between the Arson Task Force and other agencies.
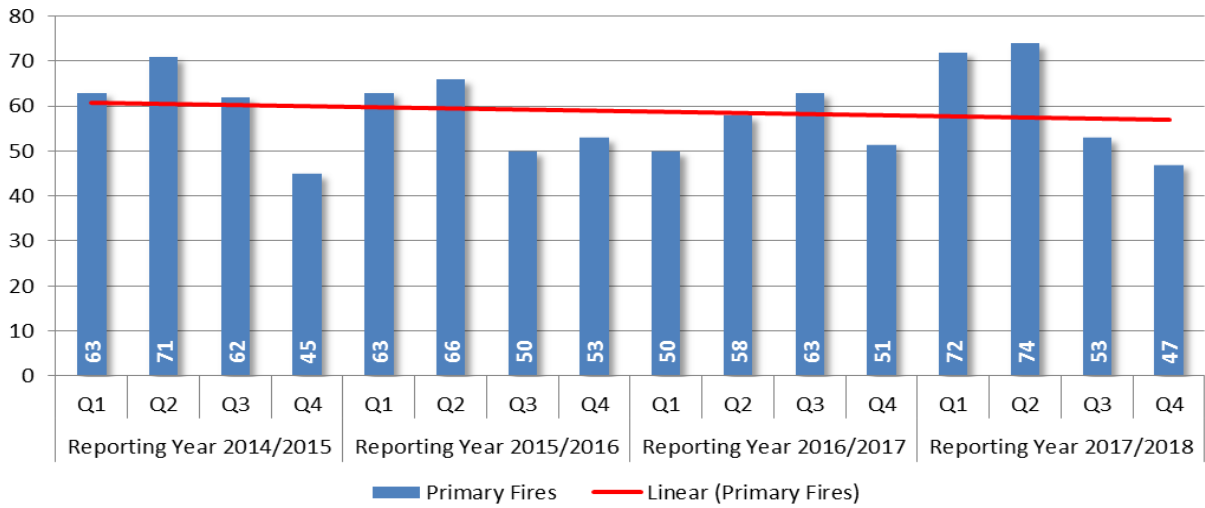
Deliberate Primary Fires (Actual Numbers)

Chart data — Primary Fires (quarterly):

	Q1	Q2	Q3	Q4
Reporting Year 2014/2015	63	71	62	45
Reporting Year 2015/2016	63	66	50	53
Reporting Year 2016/2017	50	58	63	51
Reporting Year 2017/2018	72	74	53	47

Legend: Primary Fires ▬ Linear (Primary Fires)

Deliberate Primary Fires (Actual Numbers - Annual)

2014/2015	2015/2016	2016/2017	2017/2018
241	232	222	246

Legend: Primary Fires ▬ Linear (Primary Fires)

About the target

The target is set to aim for continuous improvement, including the following factors: 1) Progress towards 2020 Vision targets, 2) The results of our performance last year, 3) Our Service priorities and 4) Drive for continuous improvement.

About the target range

A target range of 5% either side of the likely number of incidents at the end of the year.

About benchmarking

Benchmarking data for this measure is not available

Communities are safe and protected

Reduce fires and their consequences

Deliberate secondary fires

Number of incidents of fires:- not involving property; were not chimney fires in buildings; did not involve casualties, fatalities or rescues; were attended by four or fewer pumping appliances where the Fire Service attended and determined that the cause of the fire was deliberate/malicious intent (per 10,000 population).
Numerator is the number of deliberate secondary fires.
Denominator is the population of Lincolnshire.
The rate per 10,000 population is calculated as follows:
Numerator divided by the denominator multiplied by 10,000.
A lower rate of deliberate secondary fires per 10,000 population indicates a better performance.

✔ Achieved

2.26
Per 10,000 population
Cumulative Actual as at September 2018

⬇

2.23
Per 10,000 population
Cumulative Target as at September 2018

Deliberate secondary fires
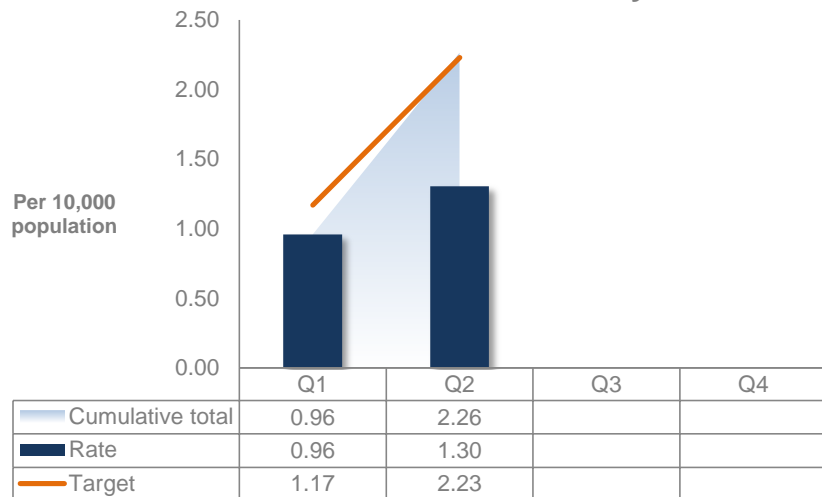
Per 10,000 population

	Q1	Q2	Q3	Q4
Cumulative total	0.96	2.26		
Rate	0.96	1.30		
Target	1.17	2.23		

About the latest performance

We are within the tolerance range of our target and when we compare to quarter 2 last year, we have seen a reduction of 9% in the number of deliberate secondary fires (down from 187 to 170). Deliberate fires involving refuse/refuse containers continue to account for the majority of these incidents (53% at quarter 2 this year) so it is pleasing to see that this is where we have seen the decrease (down from 124 at quarter 2 last year to 90 this year). Looking at the locations of our deliberate secondary fires, we have experienced the same trend as has been seen with deliberate primary fires – West Division continues to see a reduction (down from 97 at quarter 2 last year to 70 this year) & East Division has seen an increase (up from 46 to 59).

Further details

Deliberate Secondary Fires
(Actual Numbers)

Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
70	78	33	40	123	66	38	35	58	85	50	41	93	94	42	26

Reporting Year 2014/2015 — Reporting Year 2015/2016 — Reporting Year 2016/2017 — Reporting Year 2017/2018

■ Secondary Fires — Linear (Secondary Fires)

Deliberate Secondary Fires
(Actual Numbers - Annual)

2014/2015	2015/2016	2016/2017	
221	262	235	255

■ Secondary Fires — Linear (Secondary Fires)

About the target

The target is set to aim for continuous improvement, including the following factors: 1) Progress towards 2020 Vision targets, 2) The results of our performance last year, 3) Our Service priorities and 4) Drive for continuous improvement.

About the target range

A target range of 5% either side of the likely number of incidents at the end of the year.

About benchmarking

Benchmarking data for this measure is not available

Lincolnshire
COUNTY COUNCIL
Working for a better future

Health and Wellbeing is improved

Enable and encourage people to participate in Lincolnshire's culture

Contact with the heritage service either in person, on the phone, by email or via the website

Contact with the heritage service either in person, on the phone, by email or via the website.
A higher number of contacts with the heritage service indicates a better performance.

✖ Not achieved

2,108,174

Contacts
Cumulative Actual as at September 2018

⬇

2,700,000

Contacts
Cumulative Target as at September 2018

Contact with the heritage service either in person, on the phone, by email or via the website

	Q1	Q2	Q3	Q4
Cumulative total	926979	2108174		
Contacts	926979	1181195		
Target	1100000	2700000		
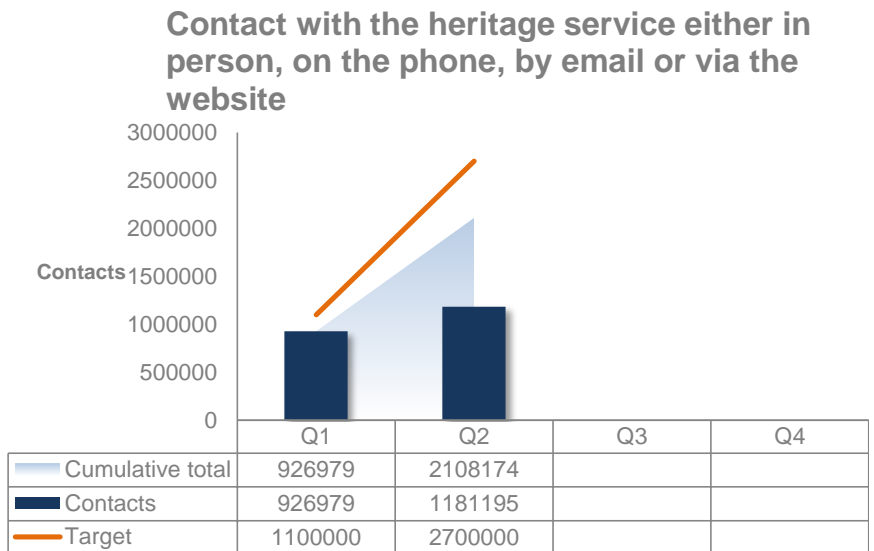
About the latest performance

An actual of 2,108,174 was achieved in Q2 against a target of 2,700,000 (cumulative). Visitor numbers (in person) have declined by 14% in Q2 2018/2019 (137,213) compared with Q2 2017/2018 (160,152). This is despite great success at Lincoln Castle due to the Lego exhibition over the summer period. This is reflective of the Culture Sector where visitor numbers are declining nationally, as reported by Visit England, on average by 10%. There continues to be on-going difficulties affecting the Lincs to the Past website (reported in Q1). Due to a fault with the e-purchasing functionality, the website has seen fewer visits than previous years and this is reflected in the performance for this measure. The Service also notes that it is moving away from quantitative measures where we count visitor numbers as a measure of success, and moving towards qualitative feedback which highlights a higher quality offer which in turn drives repeat visits.

Contact with the heritage service either in person, on the phone, by email or via the website

	Reporting Year 2016/2017				Reporting Year 2017/2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Performance	1,542,892	1,265,520	1,271,518	1,010,098	1,316,939	1,831,125	979,273	1,120,903

Performance —— Linear (Performance)
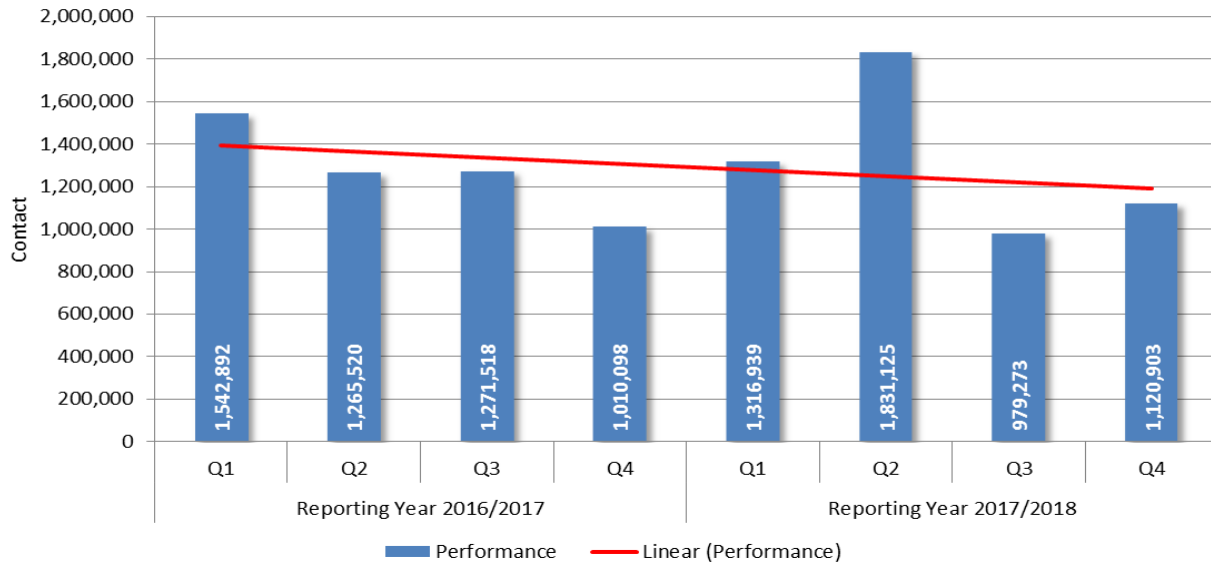
About the target

Quarterly targets will be profiled throughout the year to account for anticipated fluctuations in performance such as school and bank holidays; weather; scheduled events etc.

About the target range

An intuitive target range of +/- 5% has been set.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

Lincolnshire
COUNTY COUNCIL
Working for a better future

Health and Wellbeing is improved

Enable and encourage people to participate in Lincolnshire's culture

Visits to Core Libraries and Mobile Library services

Number of physical visits to: Boston; Lincoln; Stamford; Grantham; Gainsborough; Mablethorpe; Skegness; Sleaford; Spalding and Louth libraries which are open from between 45 to 58 hours per week and Bourne; Horncastle; Market Rasen; Woodhall Spa; Long Sutton libraries which are open from between 18 to 45 hours per week.
A visit is a physical visit by an individual to a library premise as per the Chartered Institute of Public Finance and Accountancy (CIPFA) guidance.
A higher number of visits to core libraries and Mobile Library services indicates a better performance.

❌ Not achieved

756,863
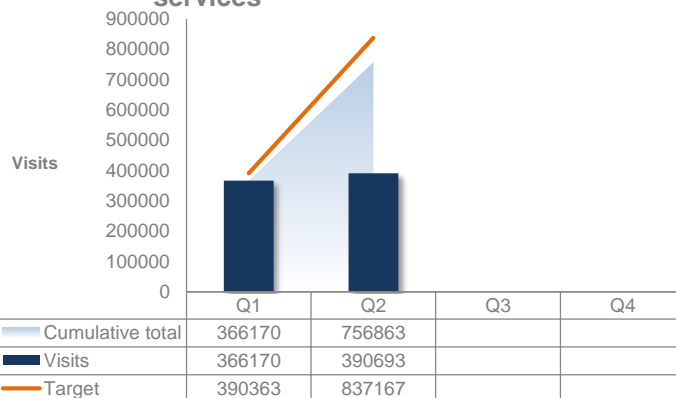Visits
Cumulative Actual as at September 2018

⬇

837,167
Visits
Cumulative Target as at September 2018

Visits to Core Libraries and Mobile Library services

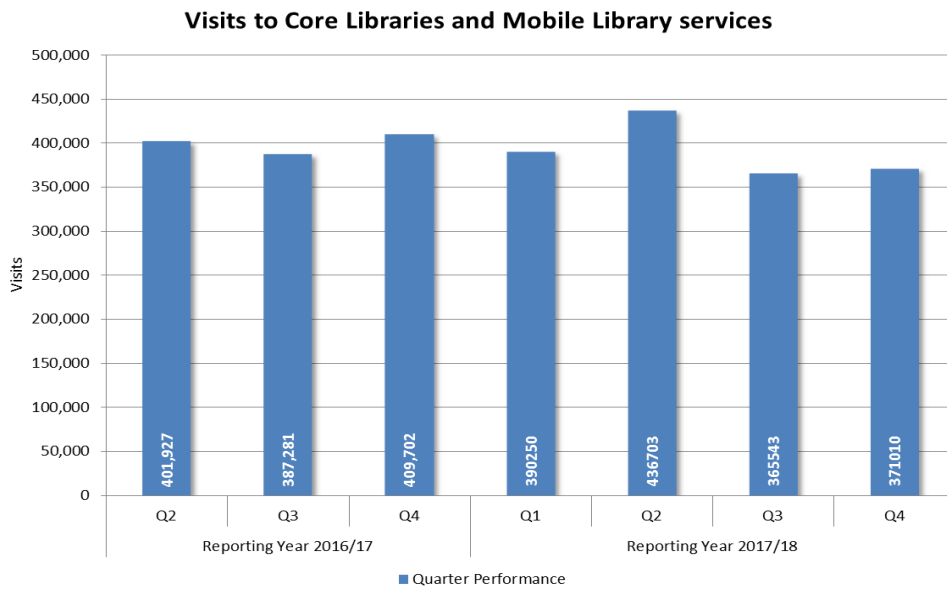|	Q1	Q2	Q3	Q4
Cumulative total	366170	756863		
Visits	366170	390693		
Target	390363	837167		

About the latest performance

The lower number of visits is attributed to an increase in the gap between customer expectation of IT requirements and the current ability to meet this. It also needs to be recognised that this is against a national picture of declining library visits as well as there being more options for our customers within their local communities from the independent Community Hub provision. Quarter two does show a 6.7% increase when compared to quarter 1 of 2018/19 and both GLL and LCC are committed to working together moving forwards to ensure a modern IT offer can be implemented in the near future, ensuring that customer's needs are fully met.

Visits to Core Libraries and Mobile Library Services		
Month	**Target**	**Actual**
April	127,633	120,299
May	128,213	120,299
June	134,517	125,572
April-June Total	**390,363**	**366,170**
July	154,588	127,904
August	144,905	140,574
September	147,311	122,215
July-Sept Total	**446,804**	**390,693**
Cumulative total Apr 18 - Sep 18	**837,167**	**756,863**

Further details

Visits to Core Libraries and Mobile Library services

401,927	387,281	409,702	390250	436703	365543	371010

■ Quarter Performance

About the target

Monthly targets have been set within the contract with Greenwich Leisure Limited (GLL)

About the target range

No target range has been set for this target.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

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Visits to library website

The definition of a visit, as per the Chartered Institute of Public Finance and Accountancy (CIPFA), is defined as a session of activity/series of one or more page impressions, served to one User to the library website (or relevant library-service-related directories of the authority website as defined by the authority). A unique visitor is determined by the IP address or cookie. The session is deemed to end when there is a lengthy gap of usage between successive page impressions for that User. An example of a 'lengthy gap' would be a gap of at least 30 minutes.

Greenwich Leisure Limited (GLL) have counted Lincolnshire County Council library webpage visits, and from the beginning of July 2016, also included GLL library webpage visits. Library webpages include library information and catalogue pages such as books, e-books etc.

A higher number of visits to library websites indicates a better performance.
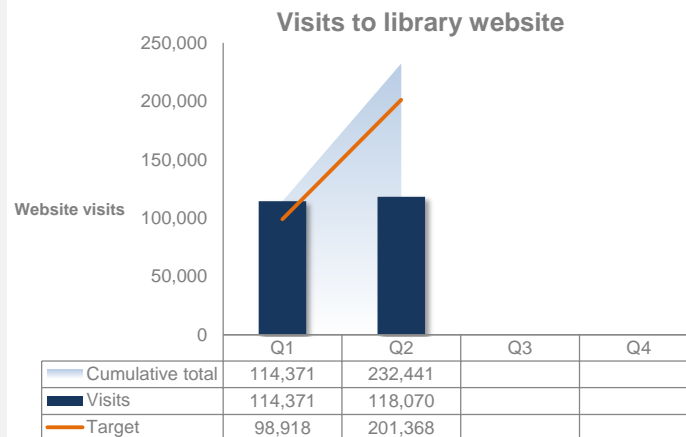
✅ Achieved

232,441
Website visits
Cumulative Actual as at September 2018

⬇

201,368
Website visits
Cumulative Target as at September 2018

Visits to library website

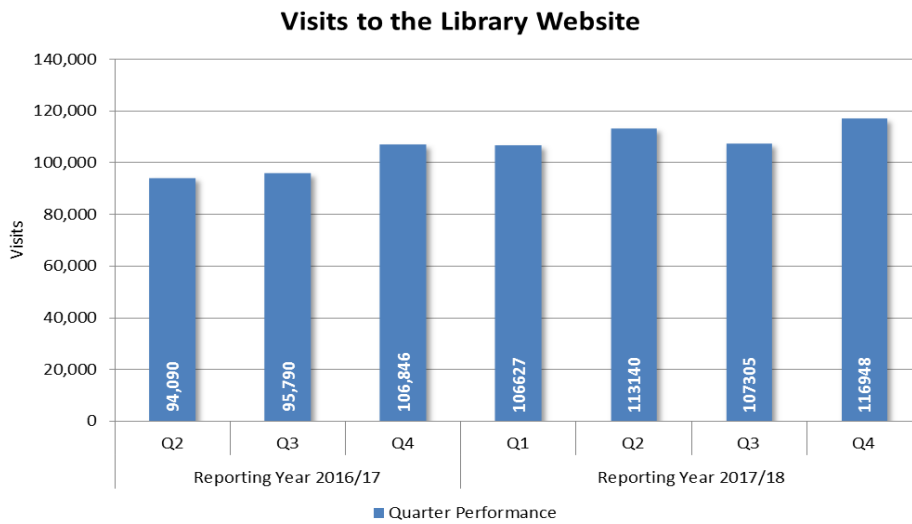|	Q1	Q2	Q3	Q4
Cumulative total	114,371	232,441		
Visits	114,371	118,070		
Target	98,918	201,368		

About the latest performance

There are 15,620 visits above the quarterly target of 102,450, showing an increase of 4,930 visits to the Library Website when compared to this quarter last year and an increase of 3% when compared to Quarter 1 2018/19. During Quarter 2 2018/19 website visits have consistently exceeded the monthly targets (July +3,878, Aug +5,120, Sept +6,622). Performance is attributed to high volumes of users accessing the library catalogue for online searches and reservations. It is also recognised that the website content has been enhanced and the additional promotion of online services and e-services, through linking of the website via social media posts, on Twitter and Facebook has contributed to this increase.

Visits to library website		
Month	**Target**	**Actual**
April	31,879	37,890
May	34,427	38,607
June	32,612	37,874
April-June Total	**98,918**	**114,371**
July	34,190	38,068
August	34,979	40,099
September	33,281	39,903
July-Sept Total	**102,450**	**118,070**
Cumulative total Apr 18 - Sep 18	**201,368**	**232,441**

Further details

Visits to the Library Website

| | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| | 94,090 | 95,790 | 106,846 | 106627 | 113140 | 107305 | 116948 |

Reporting Year 2016/17   Reporting Year 2017/18

■ Quarter Performance

About the target

Monthly targets have been set within the contract with Greenwich Leisure Limited (GLL)

About the target range

No target range has been set for this target.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

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Community use of libraries

Use or hire of library rooms or premises for meetings, events or exhibitions in or outside of library opening hours by community groups, organisations, public drop in sessions or information stands i.e. Open University, Phoenix Stop Smoking scheme, Health Watch, Police Surgeries, Macmillan Surgeries. A higher number of hours recorded in relation to the use or hire of library premises or rooms indicates a better performance.
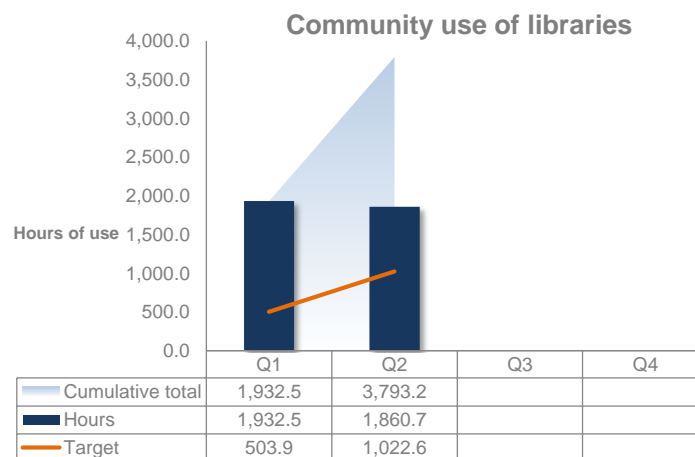
✓ Achieved

3,793.2
Hours of use
Cumulative Actual as at September 2018

⬇

1,022.6
Hours of use
Cumulative Target as at September 2018

Community use of libraries

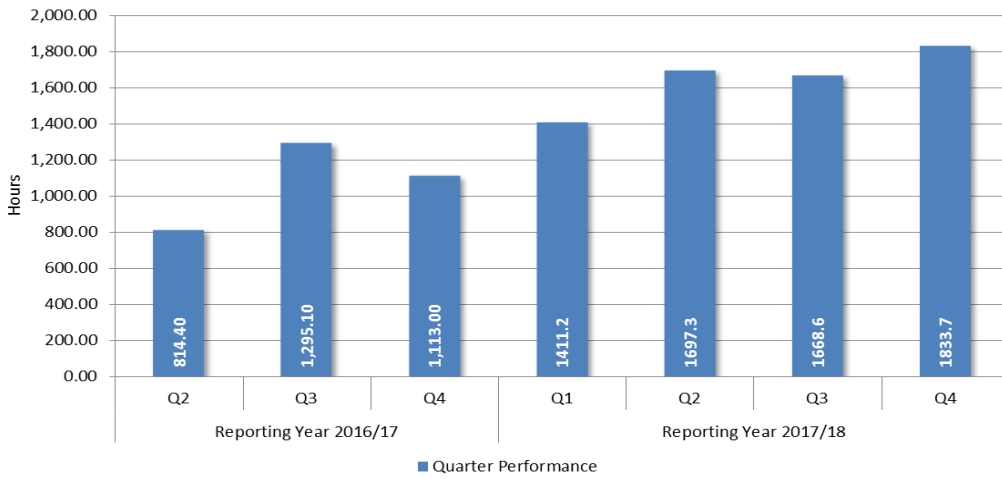|	Q1	Q2	Q3	Q4
Cumulative total	1,932.5	3,793.2		
Hours	1,932.5	1,860.7		
Target	503.9	1,022.6		

About the latest performance

1860.7 community hours have been logged for quarter 2; this is an increase of 1,342 against the quarterly target of 518.7 hours and shows an increase of 163.4 hours when compared to this time last year. During quarter 2 community use has consistently exceeded monthly targets (Jul +542, Aug +509.4, Sep +290.6)

Performance is attributed to increased engagement by core libraries with their local communities. This has encouraged both individuals and groups to promote their organisations, e.g. by running activities or displaying their work within core libraries. It is also recognised that the installation of the dedicated gallery space at Lincoln Central which has increased their capacity to facilitate community use has contributed to this increase.

Community use of libraries		
Month	**Target**	**Actual**
April	82.1	575
May	210.9	620.6
June	210.9	736.9
April-June Total	**503.9**	**1,932.50**
July	153.9	695.9
August	210.9	720.3
September	153.9	444.5
July-Sept Total	**518.7**	**1,860.7**
Cumulative total Apr 18 - Sep 18	**1,023**	**3,793**

Further details

Community Use of Libraries

Reporting Year 2016/17			Reporting Year 2017/18			
Q2	Q3	Q4	Q1	Q2	Q3	Q4
814.40	1,295.10	1,113.00	1411.2	1697.3	1668.6	1833.7

■ Quarter Performance

About the target

Monthly targets have been set within the contract with Greenwich Leisure Limited (GLL)

About the target range

No target range has been set for this target.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

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Working for a better future

Health and Wellbeing is improved

Communities and residents are supported to be involved in local decision making and have their views taken into account

Voluntary and community groups actively supported in Lincolnshire

A Non-governmental organisation refers to civil society organisations (i.e. voluntary organisations and community led organisations).
A higher number of community groups actively supported indicates a better performance.

✓ Achieved

587
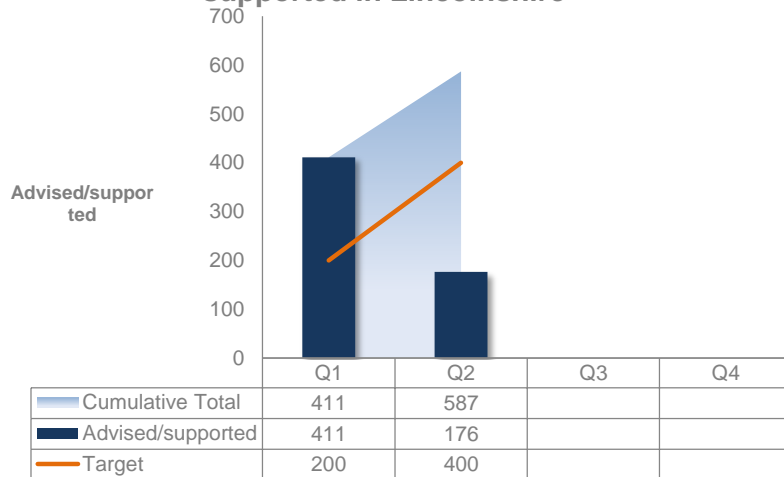
Advised/supported

Cumulative Actual as at September 2018

⬇

400

Advised/supported

Cumulative Target as at September 2018

Voluntary and community groups actively supported in Lincolnshire

Advised/supported

|	Q1	Q2	Q3	Q4
Cumulative Total	411	587		
Advised/supported	411	176		
Target	200	400		

About the latest performance

During this quarter 497 groups and organisations were supported against a target of 200; groups and organisations are only counted once at their initial contact with the service, regardless of how many times they access support in the reporting year. Of the 497 groups supported in Quarter 2, 176 were new groups and organisations that had not accessed support and guidance earlier in the reporting year. Groups supported in Quarter 1 and 2 provide a cumulative total of 587 which is comparable to last year's level of engagement at this point in the year. Support has been provided to help to commence volunteering through liaison with 218 volunteer host organisations and ongoing follow up with the volunteers. These organisations have been actively supported to recruit volunteers during the quarter through the promotion of new volunteering opportunities, development of new volunteer roles, and the active referral of volunteers. Support has been provided to 249 organisations during this quarter through volunteer development work (support to develop volunteering policies and practice), peer learning events, coaching and best practice support around governance and quality standards; 20 organisations received support with DBS checks. The types of organisations supported include care homes, volunteer car schemes, a windmill and museum and a horse welfare and learning centre.

Further details

Voluntary and community groups actively supported in Lincolnshire
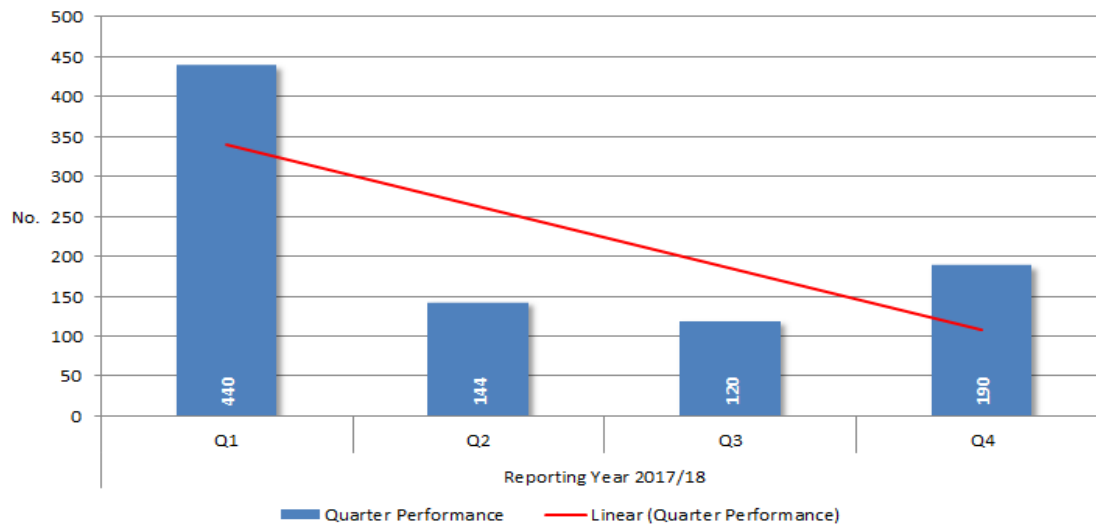
About the target

The target is set locally given this is a local specific measure of the number of voluntary and community groups/organisations actively supported in Lincolnshire by local voluntary sector infrastructure organisations.

About the target range

An intuitive target range of +/- 5% has been set.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

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Health and Wellbeing is improved

Communities and residents are supported to be involved in local decision making and have their views taken into account

People supported who have accessed volunteer opportunities

This measure aims to track the number of people supported to access volunteer opportunities through Lincolnshire County Council supported projects.

Lincolnshire County Council grant funding to a local voluntary sector infrastructure organisation, Voluntary Centre Services (VCS), to enable them to provide volunteer opportunities to those individuals who may not otherwise be able to access them; this could include reasons such as the need for training requirements, support due to a learning disability or a general assistance approach. The volunteer opportunities can be accessed via volunteer centres around the county, or by using the online training packages and support tools for people who may not be able to physically access the Volunteer centres.

✅ Achieved

1,018
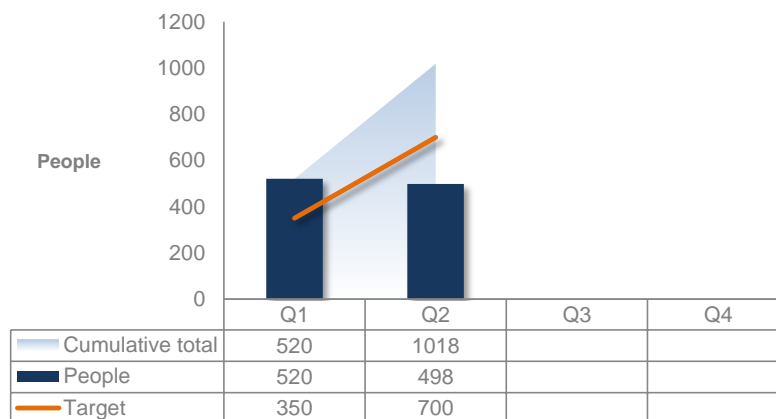People
Cumulative Actual as at September 2018

⬇

700
People
Cumulative Target as at September 2018

People supported who have accessed volunteer opportunities

	Q1	Q2	Q3	Q4
Cumulative total	520	1018		
People	520	498		
Target	350	700		

About the latest performance

During this quarter 498 volunteers were supported against a quarterly target of 350. This gives a cumulative total of 1018 against a cumulative target of 700 for the reporting year so far. In Quarter 2, over 300 volunteers received face to face support to access volunteering through the Volunteer Centres, including support to identify their skills, interests and most appropriate volunteering opportunities available. Follow up support included liaison with volunteer host organisations, support to fill in applications and regular volunteer mentoring. An increase in micro volunteering and team challenges over the summer has also contributed to this high level of volunteer numbers. New volunteer roles for this quarter included opportunities to support offenders leaving prison, developing food bank provisions, helping people to access online services and heritage research for the Mayflower 400 celebrations.

Further details
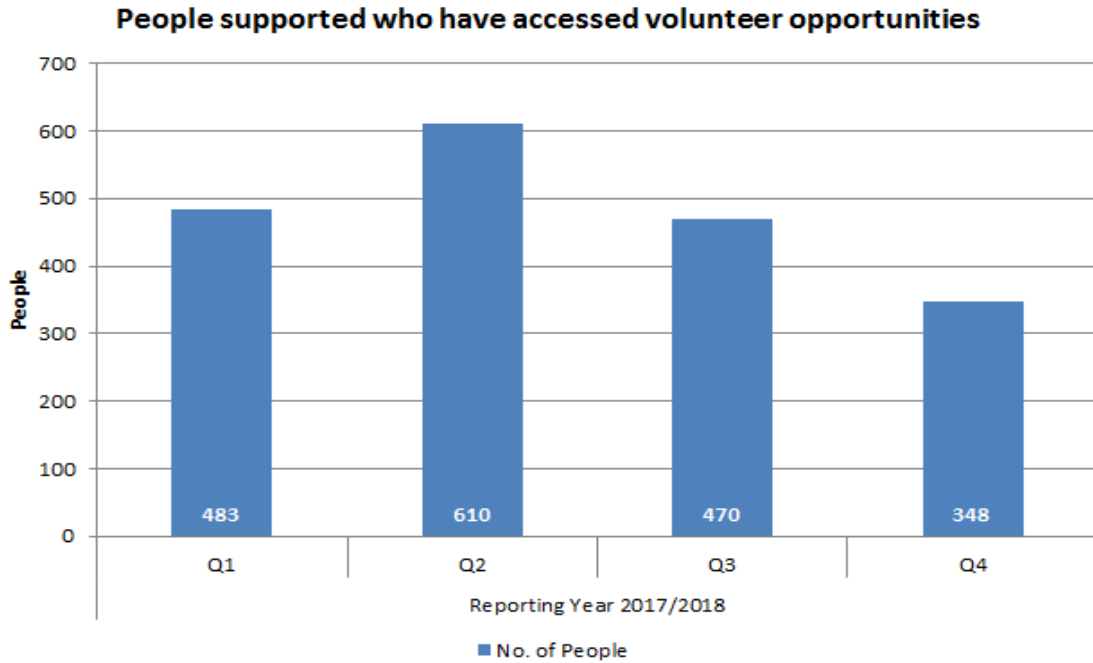
People supported who have accessed volunteer opportunities

About the target

The target is set locally given this is a local specific measure of the number of people accessing volunteer opportunities, supported in Lincolnshire by a local voluntary sector infrastructure organisation.

About the target range

An intuitive target range of +/-7% has been set for this measure. This allows for some fluctuation against the target, due to the unpredictable nature of people accessing volunteer opportunities.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

Customer Satisfaction Information
Public Protections and Communities Scrutiny Committee Q2
Date range for report 1st July 2018 – 30th September 2018

LCC overview of compliments

Overall Compliments
The overall compliments received for Public Protections and Communities shows an increase of approximately 28% on last Quarter with 23 compliments received compared to 18 previously.

Total number of compliments relating to **Public Protections and Communities Scrutiny Committee**	Current Q2	Q1	Q4	Q3	Q2
	23	18	10	30	17

Public Protections and Communities Compliments

Public Protections and Communities have received 21 compliments this Quarter which were as follows:

19 x Registration compliments which include 10 compliments to Registrars from recently married couples.
4 mentions of thanks with regards death registrations.

2 compliments to Repository staff and 3 with reference to the Coroners Service, Citizenship Service and funeral service advice.

Many of these compliments named individual Registration staff.

1 x Heritage compliment for Archives staff for their assistance in local research.

1 x Compliment for Gainsborough Library staff for being helpful and friendly.

LCC Overview of complaints
The total number of LCC complaints received this Quarter (Q2) shows an 18% decrease on the previous quarter (Q1). When comparing this Quarter with Q2 of 2017/18, there is a 30% decrease when 159 (excluding school complaints figures) complaints were received.

Total number of complaints received across all LCC service area.	Current Q2	Q1	Q4	Q3	Q2
	153	186	193	241	219

Page 131

Total number of complaints relating to <u>Public Protections and Communities Scrutiny Committee</u>	2	4	1	6	3
Total Service Area Complaints broken down					
Community Safety	0	0	0	0	0
Community Cohesion	0	0	0	0	0
Emergency Planning	0	0	0	0	0
Fire and Rescue	0	0	0	0	2
Registration, Celebratory and Coroners Services	0	3	1	4	0
Trading Standards	2	1	0	1	1
Public Health	0	0	0	0	0
Libraries & Heritage	0	0	0	1	0
Number of complaint escalations relating to <u>Public Protections and Communities Scrutiny Committee</u>	0	0	0	2	0
How many LCC Corporate complaints have not been resolved within service standard	2	3	9	4	10
Number of complaints referred to ombudsman	17	15	16	10	11

This Quarter Public Protections and Communities have received 2 complaints which is a decrease of 50% on last Quarter when they received 4 complaints. When comparing this Quarter with Q2 2017/18, there is a 33% decrease when 3 complaints were received.

<u>Trading Standards (Safer Communities)</u>
This Quarter, Trading Standards received 2 complaints. 1 was in relation to a website that was closed down incorrectly resulting in loss of earnings. Outcome to be confirmed.
1 complaint was in relation to changes to the service due to cost savings which was partially substantiated.

<u>Complaint escalations</u>

In Quarter 2 of 2018/19 there were a total of 15 complaint escalations for LCC.
None of these related to Public Protection and Communities.

<u>Ombudsman Complaints</u>

In Quarter 2 of 2018/19, 17 LCC complaints were registered with the Ombudsman. None of these complaints was recorded against Public Protection and Communities.

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Open Report on behalf of Keith Ireland, Chief Executive

Report to:	**Public Protection and Communities Scrutiny Committee**
Date:	**11 December 2018**
Subject:	**Public Protection and Communities Scrutiny Committee Work Programme**

Summary:

This item enables the Committee to consider and comment on the content of its work programme for the coming year to ensure that scrutiny activity is focused where it can be of greatest benefit. The work programme will be reviewed at each meeting of the Committee to ensure that its contents are still relevant and will add value to the work of the Council and partners.

Members are encouraged to highlight items that could be included for consideration in the work programme.

Actions Required:

Members of the Committee are invited to:
1) Review, consider and comment on the work programme as set out in Appendix A to this report.
2) Highlight for discussion any additional scrutiny activity which could be included for consideration in the work programme.

1. Background

Overview and Scrutiny should be positive, constructive, independent, fair and open. The scrutiny process should be challenging, as its aim is to identify areas for improvement. Scrutiny activity should be targeted, focused and timely and include issues of corporate and local importance, where scrutiny activity can influence and add value.

Overview and scrutiny committees should not, as a general rule, involve themselves in relatively minor matters or individual cases, particularly where there are other processes, which can handle these issues more effectively.

All members of overview and scrutiny committees are encouraged to bring forward important items of community interest to the committee whilst recognising that not all items will be taken up depending on available resource.

Committee Scope

As part of its terms of reference, the Public Protection and Communities Scrutiny Committee will work to review and scrutinise the following services and their outcomes:

- Volunteering support
- Adult education
- Financial inclusion
- Community engagement and development
- Community hubs
- Library services and archives
- Heritage services
- Preventing and reducing crime
- Tackling domestic abuse
- Fire and rescue and emergency response
- Trading standards
- Emergency planning
- Road safety
- Reducing anti-social behaviour
- Registration, celebratory and coroner's services

There will inevitably be service specific subjects that the scrutiny committee will want to consider, either through policy development, project updates, or through pre-decision scrutiny.

Purpose of Scrutiny Activity

Set out below are the definitions used to describe the types of scrutiny, relating to the items on the Committee Work Programme:

Policy Development - The Committee is involved in the development of policy, usually at an early stage, where a range of options are being considered.

Pre-Decision Scrutiny - The Committee is scrutinising a proposal, prior to a decision on the proposal by the Executive, the Executive Councillor or a senior officer.

Policy Review - The Committee is reviewing the implementation of policy, to consider the success, impact, outcomes and performance.

Performance Scrutiny - The Committee is scrutinising periodic performance, issue specific performance or external inspection reports.

Consultation - The Committee is responding to (or making arrangements to) respond to a consultation, either formally or informally. This includes pre-consultation engagement.

Budget Scrutiny - The Committee is scrutinising the previous year's budget, or the current year's budget or proposals for the future year's budget.

Requests for specific items for information should be dealt with by other means, for instance briefing papers to members.

Identifying Topics

Selecting the right topics where scrutiny can add value is essential in order for scrutiny to be a positive influence on the work of the Council. Members may wish to consider the following questions when highlighting potential topics for discussion to the committee:-

- Will Scrutiny input add value?
  Is there a clear objective for scrutinising the topic, what are the identifiable benefits and what is the likelihood of achieving a desired outcome?

- Is the topic a concern to local residents?
  Does the topic have a potential impact for one or more section(s) of the local population?

- Is the topic a Council or partner priority area?
  Does the topic relate to council corporate priority areas and is there a high level of budgetary commitment to the service/policy area?

- Are there relevant external factors relating to the issue?
  Is the topic a central government priority area or is it a result of new government guidance or legislation?

Scrutiny Review Activity

Where a topic requires more in-depth consideration, the Committee may commission a Scrutiny Panel to undertake a Scrutiny Review, subject to the availability of resources and approval of the Overview and Scrutiny Management Board. The Committee may also establish a maximum of two working groups at any one time, comprising a group of members from the committee.

2. Conclusion

The Committee's work programme for the coming year is attached at Appendix A to this report. A list of all upcoming Forward Plan decisions relating to the Committee is also attached at Appendix B.

Members of the Committee are invited to review, consider and comment on the work programme as set out in Appendix A and highlight for discussion any additional scrutiny activity which could be included for consideration in the work

programme. Consideration should be given to the items included in the work programme as well as any 'items to be programmed' listed.

3. Consultation

a) Have Risks and Impact Analysis been carried out?
Not Applicable

b) Risks and Impact Analysis
Not Applicable

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Public Protection and Communities Scrutiny Committee – Work Programme
Appendix B	Forward Plan of Decisions relating to the Public Protection and Communities Scrutiny Committee

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Daniel Steel, Scrutiny Officer, who can be contacted on 01522 552102 or by e-mail at daniel.steel@lincolnshire.gov.uk

Public Protection and Communities Scrutiny Committee

11 DECEMBER 2018 – 10:00am		
Item	**Contributor**	**Purpose**
Volunteer Engagement Policy	Bev Finnegan, Programme Manager, Community Engagement	Review of the recently approved volunteer engagement policy.
Road Safety Partnership Annual Report	Steven Batchelor, Lincolnshire Road Safety Partnership	Annual update on the Road Safety Partnership including information on fatal, killed and serious injury figures for Lincolnshire.
Emergency Medical Response co-responding	Sean Taylor, Area Manager	To provide an update on the medical response activities delivered by Lincolnshire Fire and Rescue.
Quarter 2 Performance Report (1 July to 30 September 2018)	Nick Borrill, Chief Fire Officer, Chris Davison, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	Review of the Key Performance and Customer Satisfaction Information.

22 JANUARY 2019 – 10:00am		
Item	**Contributor**	**Purpose**
Revenue and Capital Budget Proposals 2019/20	Nick Borrill, Chief Fire Officer, Chris Davison, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	**PRE-DECISION SCRUTINY** Budget proposals for 2018/19.
Future Model of the Heritage and Archive Service	Nicole Hilton, Chief Community Engagement Officer	**PRE-DECISION SCRUTINY**
Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services Report	Nick Borrill, Chief Fire Officer	
Sitting as the Crime and Disorder Scrutiny Committee		
Serious and Organised Crime	Sara Barry, Safer Communities Manager	Review of work being undertaken as part of the Safer Lincolnshire Partnership to tackle Serious and Organised Crime.

12 MARCH 2019 – 10:00am		
Item	**Contributor**	**Purpose**
Quarter 3 Performance Report (1 October to 31 December 2018)	Nick Borrill, Chief Fire Officer, Chris Davison, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	Review of the Key Performance and Customer Satisfaction Information.

12 MARCH 2019 – 10:00am		
Item	**Contributor**	**Purpose**
Sitting as the Crime and Disorder Scrutiny Committee		
Safer Lincolnshire Partnership Priorities – Anti-social Behaviour	Sara Barry, Safer Communities Manager	Review of work being undertaken as part of the Safer Lincolnshire Partnership to tackle Anti-social Behaviour.

23 APRIL 2019 – 10:00am		
Item	**Contributor**	**Purpose**
Sitting as the Crime and Disorder Scrutiny Committee		
Safer Lincolnshire Partnership Priorities – Domestic Abuse	Sara Barry, Safer Communities Manager	Review of work being undertaken as part of the Safer Lincolnshire Partnership to tackle Domestic Abuse

11 JUNE 2019 – 10:00am		
Item	**Contributor**	**Purpose**
Lincolnshire Fire and Rescue Performance Annual Report	Nick Borrill, Chief Fire Officer	Performance Scrutiny
Consultation & Engagement Activity Annual Review	Nicole Hilton, Chief Community Engagement Officer; Bev Finnegan, Programme Manager, Community Engagement	A review of council wide consultation & engagement activity and how it helps the Council to effectively engage people and be better informed to improve service provision.
Quarter 4 Performance Report (1 January to 31 March 2019)	Nick Borrill, Chief Fire Officer, Chris Davison, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	Review of the Key Performance and Customer Satisfaction Information.
Sitting as the Crime and Disorder Scrutiny Committee		
Safer Lincolnshire Partnership Priorities – Reducing Offending	Sara Barry, Safer Communities Manager	Review of work being undertaken as part of the Safer Lincolnshire Partnership to tackle Reducing Offending

23 JULY 2019 – 10:00am		
Item	**Contributor**	**Purpose**
Performance of the Library Services Contract – Year Three Review Report	Nicole Hilton, Chief Community Engagement Officer	Review of the third year performance and key performance indicators (KPI) for the Library Services Contract.

For more information about the work of the Public Protection and Communities Scrutiny Committee please contact Daniel Steel, Scrutiny Officer on 01522 552102 or by e-mail at daniel.steel@lincolnshire.gov.uk

Forward Plan of Decisions relating to the Public Protection and Communities Scrutiny Committee

DEC REF	MATTERS FOR DECISION	DATE OF DECISION	DECISION MAKER	PEOPLE/GROUPS CONSULTED PRIOR TO DECISION	DOCUMENTS TO BE SUBMITTED FOR DECISION	HOW AND WHEN TO COMMENT PRIOR TO THE DECISION BEING TAKEN	RESPONSIBLE PORTFOLIO HOLDER AND CHIEF OFFICER	KEY DECISION YES/NO	DIVISIONS AFFECTED
I013959	Future Model of the Heritage Service	Open	Executive 8 May 2019	Public Protection and Communities Scrutiny Committee	Report	Chief Community Engagement Officer Tel: 01522 553831 Email: nicole.hilton@lincolnshire.gov.uk	All Divisions	I013959	Future Model of the Heritage Service

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